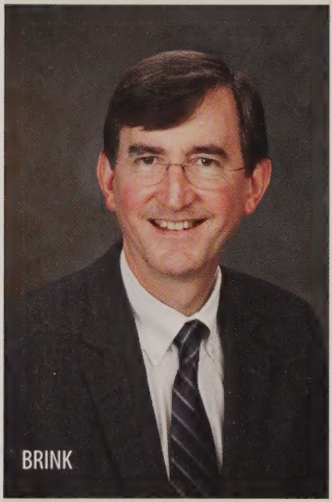
01.11.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Brink named new chief of Radiology

JAMES A. BRINK, MD, who currently serves as professor and chair of the Department of Diagnostic Radiology at Yale University School of Medicine, has been named the new chief of the MGH Department of Radiology, effective Feb. 1. Brink will succeed radiologist-in-chief James H. Thrall, MD, who has been a vital part of the MGH family for the past 25 years.


BRINK

Brink completed his residency and fellowship at the MGH in the late 1980s. Since that time, he has maintained close ties to many staff and has served as distinguished alumnus lecturer at several Radiology Department symposiums. "It's an honor and privilege to return to MGH to work with the exceptionally talented individuals who fuel the department's tremendous reputation in all of its missions," Brink says.

Brink earned a bachelor's degree in electrical engineering at Purdue University and his medical degree at Indiana University. He previously was an associate professor at the Mallinckrodt Institute of Radiology at Washington University School of Medicine, before accepting a position at Yale in 1997. There, Brink was promoted to professor in 2001, named interim chair in 2003, and then appointed chair of the Yale Department of Diagnostic Radiology in 2006. While Brink has broad experience in medical imaging, including utilization and management of imaging resources, he has particular interest and expertise in issues related to the monitoring and control of medical radiation exposure. This interest most recently led him to serve as vice president of the National Council on Radiation Protection and Measurements, where he is responsible for radiation protection in medicine.

During his 25 years at the MGH, Thrall has served in a number of roles at the MGH including

(Continued on page 4)

Intense flu season at the MGH

JUST A PINCH:
Ekaterina Laiter, RN, administers a flu shot at MGH Occupational Health Services.

EARLIER THIS WEEK, Boston Mayor Thomas Menino declared a public health emergency due to the growing number of influenza (flu) cases within the city. At the MGH, there has been a considerable increase in the number of flu cases in the past several weeks, with health centers, outpatient practices and the Emergency Department reporting seeing an additional 40 to 80 patients a day with flu-like illness. This significant increase has also resulted in capacity challenges, as many inpatient beds have been closed to isolate influenza patients, and the MGH has been further affected by an overall increase in sicker patients who require longer hospital stays.

"MGH staff should be particularly mindful about observing best-practice infection control in order to help manage patient flow and the spread of the flu virus," said David Hooper, MD, chief of the Infection Control Unit. "Important influenza updates are posted regularly to the MGH Influenza Information SharePoint site, and staff also should touch base regularly with their managers and supervisors for the latest flu information or call the Infection Control Unit at (617) 726-2036 if they have questions."

The MGH Influenza Information SharePoint site is accessible from Partners computer desktops by clicking Start>Partners Applications>Clinical References>MGH Influenza Information.

Flu is a contagious respiratory illness caused by influenza viruses. Symptoms of the flu can include a fever of 100 degrees Fahrenheit or higher, cough, sore throat, body aches, nasal congestion/runny nose and general weakness. The flu can cause mild to severe illness, and at times can lead to death.

The single most effective means of preventing influenza is the flu vaccine. Flu shots are still available for MGH staff at MGH Occupational Health Services,

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— *Intense flu season*

(Continued from page 1)

located at 165 Cambridge St., Suite 404. Staff can walk in between 7 am and 5 pm weekdays, but are encouraged to make an appointment by calling (617) 726-2217. A special employee flu clinic will also be held on Jan. 14 from 7 am to 5 pm in the Maxwell & Eleanor Blum Patient and Family Learning Center, located in White 110.

"Vaccines are not 100 percent effective, but they do provide benefit to the majority of people who receive them. Even if the flu vaccine does not fully prevent getting the flu, there are good data to suggest it makes the disease milder," says Hooper.

There are also several other ways employees can help prevent the transmission of the flu:

- Hand hygiene is the key to minimizing risk of infection and from the spread of the virus from person to person. For patient care providers, using an alcohol-based hand sanitizer, such as Cal-Stat, is effective in preventing the transmission of virus and should be used frequently. It should always be used before and after contact with a patient or with the patient's environment.

MASSACHUSETTS GENERAL HOSPITAL
MGH

NOT TOO LATE: MGH employees can still receive a flu shot and pick up an ID badge sticker.

- Good cough etiquette should be used. Cough or sneeze into tissues and dispose of them immediately. Clean your hands immediately after coughing and sneezing – with Cal Stat or by washing with soap and water. Avoid touching your eyes, mouth, or nose. An alternate approach to remember is to cough into your upper sleeve.
- Staff should not come to work if they have a fever of 100.5 degrees Fahrenheit or higher and one or more of the following symptoms: runny nose or nasal congestion, sore throat, cough or body aches.
- Staff who have the flu are required to remain out of work until the fever is gone for 24 hours, without the use of anti-fever medication.
- All staff should wear a mask when caring for patients with flu or suspect flu.

For more information, visit *massgeneral.org/flu* ■

Weathering the winter at the MGH

PREPARING FOR WINTER WEATHER – and other weather-related events – is essential at the MGH. Tom Herrmann, administrative manager of MGH Emergency Preparedness, offers tips on how MGHers can best be prepared and stay productive.

Q. How does the hospital prepare for storms?

A. The MGH is open 24/7 even during snow emergencies and other weather-related events, and all employees are considered essential personnel. The recent Hurricane Sandy, particularly the storm's impact on New York and New Jersey, was a great example of how important hospital workers are during weather emergencies. At the MGH, department managers determine whether their area is properly staffed or needs additional help. Following this evaluation, the MGH may activate the Labor Pool, a group of MGH employees who are able and willing to assist with tasks outside their normal job duties if they are not needed by their regular department.

MGH Emergency Preparedness personnel work closely with city and state officials to ensure the most updated information is available to plan for the storm. They also work collaboratively with other departments in the hospital to ensure everyone will be able to support operations. This includes working with Buildings and Grounds, Environmental Services, Nutrition and Food Services, Police, Security & Outside Services, Materials Management and Patient Care Services to evaluate needs and guide hospital operations.

All staff are encouraged to review their department's Emergency Operations plan with their supervisor and know their responsibilities during a severe weather event or any other type of disaster.

Q. How do employees know if they need to come in for scheduled shifts during a storm?

A. All MGHers should assume their practice or department will operate as normal unless otherwise notified. If staff are unable to get to work, they must notify their manager and use earned time hours as this is not considered an excused absence. The safety of MGH employees and the safety of patients is always a primary concern. It is every employee's responsibility to use personal judgment to decide if they can safely make it to the hospital for work. Please remember if you report to work and are unable to get home, the hospital will provide basic sleep accommodations, including air mattresses and blankets. If public transportation is disrupted, look for Daily Broadcast emails for updates on possible modes of transportation and alternative parking arrangements.

Q. What are the best ways to stay informed?

A. Watch local news reports for road closures and other critical infrastructure information. There also are many ways to stay up-to-date on the impact of storms on hospital operations:

- MGH Emergency and Severe Weather Line at (617) 724-6100
- Daily Broadcast emails and updates posted to *massgeneral.org*
- Social media updates on Twitter *@massgeneralnews* and Facebook, *http://www.facebook.com/massgeneral*
- MBTA service delays can be found on *MBTA.com/weather*

Q. What are tips on how to weather severe storms?

A. Ways to plan ahead and stay safe during storms include:

- Keep cell phones charged. When not in use, put them on standby mode or turn them off to conserve the battery.
- Smartphone applications can very useful in severe weather situations.
- Allow extra time traveling to and from work.
- Wear proper clothing when outside and consider what to bring to work if you may not be able to get home immediately after your shift.
- Make a contingency plan with your family in the event of a storm or commuting delay, and also create a pet care plan.

Three months after surgery, patient has new lease on life

"MY LIFE HAS BEEN CHANGED. There is no question this procedure was the right fix for me," says Betheny Moseley of Buxton, Maine, who had severe gastroesophageal reflux disease (GERD) for more than five years. "I'm a cancer survivor, and the treatment I was receiving increased my risk for osteoporosis, as does the medication for the treatment of my GERD. This was worrisome for me and I wanted to get off the GERD meds, but my ymptoms were so bad I couldn't fathom it."

Moseley connected with David Rattner, MD, chief of General and Gastrointestinal Surgery at the MGH Digestive Healthcare Center, and on Oct. 9, 2012 became the MGH's first patient to receive a new, FDA-approved rocedure called the LINX Reflux Management System. The MGH is the nly hospital in New England to offer this procedure, in which a flexible racelet of magnetic titanium beads is laparoscopically implanted around he esophagus.

"GERD is caused when the lower esophageal sphincter relaxes either too ften and for too long allowing acid from the stomach to reflux back into he esophagus," explains Rattner. "When the magnetic bracelet is in place, t augments or strengthens a weak lower esophageal sphincter – the muscle hat opens and closes to allow food to enter and stay in the stomach."

"I have had zero GERD symptoms since the surgery," says Moseley. "I'm ff of all the GERD medications, I don't get the painful indigestion, and I an eat what I want, when I want. The procedure has made a huge impact n my life."

Rattner says that while effective, this procedure is not for everyone. The LINX procedure is reversible; it's simpler to perform and it may void some of the side effects associated with other traditional anti-reflux perations. However, full evaluation is still needed to determine if omeone is a candidate for this procedure, and long-term data are ow being obtained."

For more information about the LINX Reflux Management System, all (617) 724-6038. ■

LINKS TO HEALTH: Rattner and Moseley show the LINX bracelet.

IN MEMORIAM:

Zareh Demirjian, MD

ZAREH DEMIRJIAN, MD, a longtime MGH physician known for his kind and caring demeanor and his dedication to his patients and colleagues, died Dec. 24 at the age of 76.

"Zareh was one of those very special people at the MGH who was always there for the patient," says cardiac surgeon Gus Vlahakas, MD. "He was incredibly knowledgeable about his field and fiercely supported what he thought was right in the care of an individual. He was always available, and was one of those people who was known as a doctor's doctor."

Demirjian worked at the MGH for a total of 41 years – starting in 1969 when he joined the hospital as a clinical and research fellow. In 1971 he became a member of the Hematology/Oncology staff, and continued to be clinically active up until his death.

"He was a phenomenal colleague who was always available to help you sort through difficult clinical situations of thrombotic problems," said Glenn LaMuraglia, MD, of the Division of Vascular and Endovascular Surgery. "I will remember him as the kind of doctor that makes the MGH the great hospital that it is."

Ferdinando Buonanno, MD, director of the CardioNeurology Clinic in the Department of Neurology and co-director of the Pediatric Stroke Service at MassGeneral Hospital *for* Children, credits Demirjian as one of his dearest friends and says, in addition to his dedication to the hospital community, Demirjian also was an active and supportive member of his beloved Armenian community. "He was a man of integrity and great compassion and an expert physician equally to kings as to the dispossessed," Buonanno says. "His teachings echo and reverberate within me as in the hearts of our colleagues throughout the halls and patient rooms of MGH."

Demirjian is survived by his wife, Margo; brother, Raffi Demirjian; children, Talinn Demirjian, and Aram Demirjian and his wife Alexis; and grandchildren, Meline and Charles Zareh. Funeral services have been held.

WHAT'S HAPPENING

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org*.

IN GENERAL

Nominations for the Nathaniel Bowditch Prize

The deadline for nominations for the 2013 Nathaniel Bowditch Prize has been extended to Jan. 16. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing its cost. Contact Gretchen Shubrooks at 617-726-8477 or *gshubrooks@partners.org* for nomination forms, which should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at Bulfinch 360.

MGH 1811 **Submit news tips and story ideas to *MGH Hotline***

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New home for Saint Gauden art

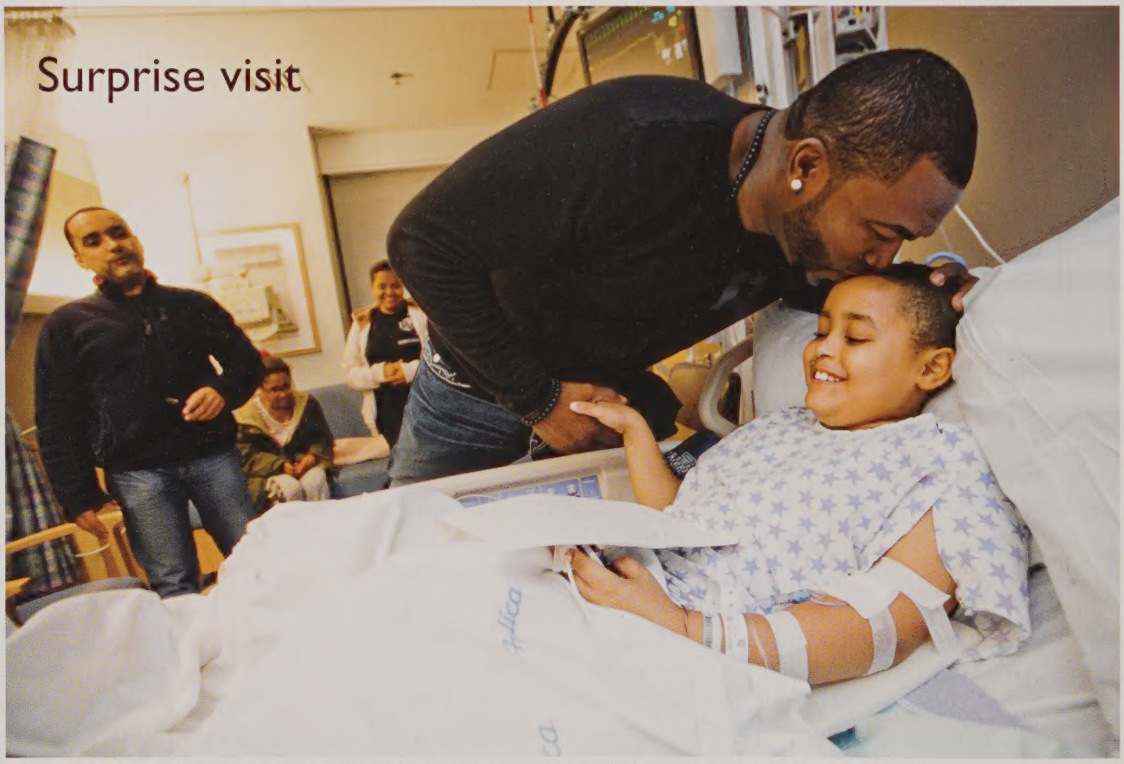
ART IN MOTION: The Augustus Saint Gauden portrait bas-relief, which called the Warren Library home for more than 80 years, was moved from the former library space in late December for cleaning. The plaque, which was a gift to the hospital from the Gray Family, depicts Anna Lyman Gray, who was an active member of the Ladies Visiting Committee. Gray's husband, John Chipman Gray, commissioned the portrait of his wife for $6,000 in 1902. Before placement in the Warren Library, the piece was displayed in Philadelphia, New York City, Pittsburg, Chicago and Indianapolis. After it is cleaned, the portrait will be placed in a new location at the MGH.

– Brink

(Continued from page 1)

MGPO trustee and passionate advocate of the Webster Center for Advanced Research and Education in Radiation – an organization he founded in 2010 dedicated to reducing radiation dose for every exam performed at the MGH. "I look forward to seeing the continued progress in all aspects of the department's mission under Dr. Brink's leadership," says Thrall, who will remain active in research at the MGH. Thrall also will serve on the advisory council to the director of the National Institute of Biomedical Imaging and Bioengineering of the National Institutes of Health (NIH), where he will help guide the national research agenda for radiology. ■

Surprise visit



PICTURE PERFECT: Boston Red Sox designated hitter David Ortiz visits with Antony Frias, while at MassGeneral Hospital *for* Children's (MGH*f*C) inpatient units Dec. 19. Ortiz's visit was part of an auction item bought by the Achtmeyer family during the 13th annual Storybook Ball, a fundraiser that supports MGH*f*C research initiatives and patient care service programs.

01.18.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

> *"And I've seen the promised land. I may not get there with you. But I want you to know tonight, that we, as a people, will get to the promised land."*
>
> *— Martin Luther King Jr.*

Honoring the life of Dr. Martin Luther King Jr.

LASTING LEGACY: Members of AMMP and featured speakers, from left, Davis; Zachary Cox; Brown; Dee Dee Chen; Dianne Austin; Nancy Kingori; Slavin; Robyn Stroud; and Schaeffer Charles

BISHOP ROBERT G. BROWN paused momentarily after reading that segment of the inspiring speech given by Rev. Dr. Martin Luther King Jr. on April 3, 1968. "Just one evening before his untimely death, Dr. King spoke those promising and powerful words of hope," Brown said. "And today – in an era of uncertainty – that flicker of hope needs our constant care."

Brown, senior pastor of Zion Church Ministries in Everett, served as the keynote speaker at the MGH's annual event honoring the life of the legendary civil rights leader. The tribute, held Jan. 14 in the East Garden Room, was sponsored by the Association of Multicultural Members of Partners (AMMP) and the MGH Multicultural Affairs Office. The event also included remarks from Jeff Davis, senior vice president of Human Resources, musical selections sung by 2012 MGH Star Performer Emily Vanderburg and an opening prayer by Rev. Marcus McCullough of the MGH Chaplaincy.

"This program provides all of us with a wonderful opportunity to reflect on Dr. King's truly timeless legacy, as well as a chance to discover more about how his words, actions and commitment to service and social justice can continue to influence our future – something we can't do too often these days," said MGH President Peter L. Slavin, MD. "In this day and age we are lucky to have visionaries such as Bishop Brown who dedicate their lives to being change-agents. His passion and dedication align closely with our MGH mission of improving the health and well-being of the diverse communities we serve."

During his remarks, Brown focused on some of the positive changes that have transpired since King's death four decades ago. But he cautioned that the struggle continues through instances of hate, racism, classism and violence, which throughout the country occur on a daily basis. "Before we start to rejoice, I believe we still have a few challenges today that this nation has yet to overcome," Brown said. "Together, we can battle poverty and classism. Together, we can stamp out inequity in housing and education. Together, we can eliminate bias based upon gender, age, religion or ethnicity. Together, we can work toward providing equal access and opportunity to our children in education and career choices. The journey isn't over and hope has not died. The question is: Will you journey with me? I pray the answer is yes – because the struggle continues." ■

PARTNERS HEALTHCARE, the MGH and the Disparities Solutions Center will host "A Celebration of the Legacy of Rev. Dr. Martin Luther King, Jr." Feb. 15 from 1 to 2 pm in the lobby level auditorium at Shriners Hospitals for Children-Boston, at 51 Blossom St. The event will feature Dr. Carol R. Johnson, superintendent of Boston Public Schools.

Overdose leading cause of death for Boston's homeless

DRUG OVERDOSE was the leading cause of death among homeless adults in Boston from 2003 to 2008 and accounted for one-third of deaths among those ages 25 to 44. A study by investigators from the MGH and the Boston Health Care for the Homeless Program (BHCHP) compared rates and causes of death among those served by BHCHP with data from a similar 1997 study and found that, while drug overdose had replaced HIV as the leading cause of death, overall mortality rates had not changed.

"Our findings are an unfortunate reminder of the high mortality rate of homeless people and a clarion call for the need to address the epidemic of drug overdose deaths in this vulnerable population," says Travis Baggett, MD, MPH, of the MGH Department of Medicine and BHCHP, who led the study.

"Overall, young homeless people died at a nine times higher rate and middle-aged homeless people at a four-and-a-half

(Continued on page 4)

Sharing the magic of Disney

IN THE MassGeneral Hospital *for* Children (MGH*f*C) playroom on Ellison 17, children can spy Cinderella dancing with her prince, Snow White cavorting with the Seven Dwarfs, and some of the 101 Dalmatians getting into mischief. The scenes are depicted in 254 Walt Disney figurines donated by former patient Robert S. Golden in honor of the late MGH surgeon Claude E. Welch, MD, who treated him many years ago.

WIDE-EYED WONDER: Golden's grandson, 6-year-old Kyle Daunais, takes a closer look at the Disney collectibles.

During the collection's unveiling Dec. 17, Golden, a lifelong Disney enthusiast, said he was grateful for his treatment at the MGH and thought his collection could brighten the lives of the pediatric patients and their families. "If I could even change the paradigm of one sick child and give them a little optimism or bring a smile to their face – there's nothing like it," Golden said.

Golden said it was his sister who first introduced him to Disney figurines while she was working for a company that sold them, and he spent the following decades amassing an impressive personal collection. The donation to MGH*f*C includes figurines from the original Walt Disney Classic Collection and the Giuseppe Armani and Waterford collections.

"It feels wonderful seeing someone for whom my grandpa made such a difference giving back to the institution he loved," said Welch's grandson, Christopher Claude Welch, who also attended the event.

Concert raises funds for children with disfiguring birthmarks

HEALING HARMONIES: From left, Fisher; Cheung; Ando; Hsiao; Park; Martin Mihm; Tran; and Anderson

NEARLY $15,000 was raised during the third annual Vietnam Vascular Anomalies Center Benefit Concert, hosted by the MGH Department of Dermatology and the Wellman Center for Photomedicine and held at the Goethe Institut Boston. "It is deeply inspiring to see the talents and energies of our colleagues directed so effectively at improving the health of Vietnamese children halfway around the globe," said David Fisher, MD, PhD, chief of the MGH Department of Dermatology, who played the cello during last month's event.

The center, started by MGH and BWH physicians, is the first multicenter humanitarian medical collaboration between U.S. and Vietnamese physicians dedicated to treating children with disfiguring birthmarks. The critical impetus for the center's humanitarian work was the continued use of radioactive phosphorus P32 to treat hemangiomas, an outdated and dangerous procedure that leaves significant scarring and depigmentation. In the past three and a half years, the center has treated more than 900 children, evaluated more than 2,000 others and has become an official center at the University of Medicine and Pharmacy of Ho Chi Minh City.

During the concert, guests enjoyed traditional Vietnamese cuisine, bid on silent auction items and were treated to an all-Schumann program that brought together Fisher; violinist Jennifer Frautschi, an Avery Fisher Career Grant recipient; pianist John Blacklow, professor at the University of Notre Dame; soprano Nozomi Ando, a postdoctoral researcher in chemistry at MIT; pianist Vincent C.K. Cheung, PhD, an MIT postdoctoral fellow; violist Grace Park, a graduate student at Boston University; violinist Jennifer Hsiao, concertmaster of the Dudley Orchestra; and Thao Le, a former professor of music at the National Academy of Music in Hue who is a master of the dan tranh, a traditional Vietnamese stringed instrument.

"The money raised at the benefit will be used to continue the center's mission of providing medical care to children and it will also enable us to help fund an educational exchange program between physicians in Vietnam and the United States," said Thanh-Nga Tran, MD, PhD, of the MGH Dermatology Department. Tran – along with R. Rox Anderson, MD, director of the MGH Wellman Center for Photomedicine, and Martin Mihm, professor of Dermatopathology at the BWH – served as the evening's co-hosts.

For more information about the Vascular Anomalies Center, visit *http://www.vietnamVAC.org.* ■

CHILLING OUT: From left, Lily Waldeck, 7, Helen Cao, 6, and Claire Kayajan, 6, take a turn in the event's photo booth.

At a glance: Flu season at the MGH

LIKE MANY HOSPITALS across the nation, the MGH has been seeing many influenza (flu) cases and patients with flu-like symptoms. The severity and duration of any flu season is difficult to predict, but the peak is typically seen during the month of February. This year flu cases started early, and based on the number of positive flu tests done here at the MGH, cases have recently begun to decrease. There are several ways staff can help to prevent the transmission of the flu, including following infection control policies. Key things to remember:

- The single most effective means of preventing influenza is the flu vaccine. Flu shots are available for MGH staff at MGH Occupational Health Services located at 165 Cambridge St., Suite 404. Staff can walk in between 7 am and 5 pm weekdays, or are encouraged to make an appointment by calling 617-726-2217.
- The flu vaccine also is still available for MGH patients who have not yet been vaccinated. Patients should call their primary care physician's office to see if they have the vaccine and make an appointment for a flu shot. Flu shots also are being given at many other locations, including area health centers, boards of health, senior centers and local drug stores.
- Hand hygiene is key to minimizing the risk of infection from the spread of the virus from person to person. The main way that influenza viruses are thought to spread is from person to person in respiratory droplets of coughs and sneezes. Therefore good cough etiquette also should be used. Cough or sneeze into tissues and dispose of them immediately; then wash or sanitize your hands or cough into your upper sleeve. Contaminated surfaces may also contribute to the spread of viruses so remember to keep your hands out of your eyes, nose or mouth, especially after touching environmental surfaces in public places such as on the MBTA.
- Staff should not come to work if they have a fever of 100.5 degrees Fahrenheit or higher and one or more of the following symptoms: runny nose or nasal congestion, sore throat, cough or body aches. Staff who have had the flu also are required to remain out of work until the fever is gone for 24 hours, without the use of anti-fever medication. ■

A look back: MGH and the flu

WHILE THE 2012-13 FLU SEASON has been an intense one so far, it is by no means the worst in the lengthy history of the MGH. One season that stands out in the hospital's historical records was the Spanish flu of 1918. The pandemic, which came on the heels of World War I, infected more than 500 million people globally. Boston was hit particularly hard by the virulent strain, which was thought to have come into the local port with military shipments.

During this epidemic, the MGH treated thousands of flu patients, but in many cases there was very little caregivers could do to fight the virus. In a compilation of house pupil recollections gathered by James H. Means, MD, MGH chief of Medicine from 1923 to 1951, Thomas D. Cunningham, MD, recalled his experiences treating the overwhelming numbers of patients when he was an intern at the MGH in 1918.

"The Surgical wards were turned over to Medical cases. Each Medical interne was put in charge of a ward, and the two senior Medical internes took alternate turns in the Emergency Ward, never leaving, as the cases poured in so fast. ... During the first week of the epidemic, 57 percent of the admissions died. The morgue was completely filled, and the undertakers could not begin to keep up with the number of dead. Many patients were brought to the emergency ward dead in the ambulance. Others would die an hour after admission. It was not unusual to pass two or three of your patients being carried out the back door as you were going up to make your midnight visit."

Winterfest wows with a memorable afternoon

MORE THAN 150 CHILDREN and their families turned out to the annual Winterfest celebration, hosted by the MassGeneral Hospital *for* Children Cancer Center Jan. 13 at the Liberty Hotel. The festive event included a visit from Boston Red Sox mascot Wally the Green Monster and Frosty the Snowman.

Attendees also were treated to crafts and face painting thanks to The Hole in the Wall Gang Camp Hospital Outreach Program, as well as scrapbooking, nail art and foosball activities. An interactive show by magician Peter O'Malley brought many laughs from the group. Raffle prizes and contests were held throughout the afternoon, and for those wanting some relaxation time, chair massages were offered. Families were also able to document the memorable day by posing for snapshots in the photo booth.

"This community effort ensured an amazing afternoon for children who endure many difficult treatments throughout the year," said Elyse Levin-Russman, LICSW, clinical social worker in the Pediatric Hematology-Oncology Unit, who led the program. "Special thanks go out to the pediatric oncology staff who volunteered and helped prepare for this magical afternoon."

The event was also made possible by a variety of donors, including the Friends of the MGH Cancer Center and Isabella Curly Cakes. Cancer Center staff on Lunder 10 and the MGPO Professional Billing Office provided gifts and gift cards for the children.

WHAT'S HAPPENING

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org*.

IN GENERAL

Nominate a Patient Safety Star

In honor of National Patient Safety Awareness Week, March 3 through 9, the MGH will sponsor its fourth annual Patient Safety Star Appreciation breakfast on March 6. "Safety Stars" exemplify the principle that all MGHers have the responsibility and opportunity to contribute to patient safety. Nominations should be submitted by 5 pm on Feb. 11. Nomination forms are available at *http://sharepoint.partners.org/mgh/cqs/default.aspx*. For more information, contact Lela Holden, Patient Safety officer, at *lmholden@partners.org* or Millie LeBlanc, Patient Safety specialist, at *mleblanc1@partners.org* or 617-726-8031.

Submit news tips and story ideas to *MGH Hotline*

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STAFF NOTICE

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SITE VISIT

- Your organization has applied to the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® for re-designation of the prestigious Magnet designation. This designation recognizes excellence in nursing services.
- You have an opportunity to participate in the evaluation process and are encouraged to do so. We will be coming to your hospital, **March 4, 5 6, and 7, 2013**, for a site visit.
- You may talk with the appraisal team when they arrive, or you may fax or e-mail comments to the Magnet Program Office. **All phone comments to the Magnet Program Office must be followed up in writing.** YOUR COMMENTS ARE CONFIDENTIAL AND NEVER SHARED WITH ANYONE IN YOUR ORGANIZATION. IF YOU CHOOSE, YOUR COMMENTS MAY BE ANONYMOUS, BUT MUST BE IN WRITING.
- YOUR COMMENTS MUST BE RECEIVED BY **FEBRUARY 22, 2013**.

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MAGNET RECOGNITION PROGRAM
8515 GEORGIA AVENUE, SUITE 400
SILVER SPRING, MARYLAND 20910-3492

Your organization has submitted written documentation for the appraisal team to review. That information is available to you for review on-line at www.mghpcs.org/PCS/Magnet or written evidence is available 24/7 in the Clinical Supervisor's Office on Bigelow 1406D on the MGH Main Campus, phone 617-726-6718, pager 617-726-2000 #2-5101.

NOTICE TO REGISTERED NURSE STAFF

Although you are not required to identify the organization in which you work, doing so will provide the appraisal team with valuable information that can be considered in the evaluation. If you do choose to indicate your organization, rest assured your comments are received anonymously and the Magnet Program Office has no way of identifying you. (To assure complete anonymity, submit comments from a home computer.)

— Homeless

(Continued from page 1)

times higher rate than comparably aged adults in Massachusetts."

The study, which will appear in the Feb. 11 issue of *JAMA Internal Medicine* and is receiving early online release, updates the previous study covering the years 1988 to 1993. That report found that HIV was the leading cause of death among BHCHP patients aged 25 to 44, while homicide was the principal cause among those 18 to 24. To update that data, the investigators analyzed available information for more than 28,000 adult patients who had received care from BHCHP from 2003 through 2008. The significant drop in deaths from HIV infection was offset by an increase in deaths from overdoses and other substance-abuse-related issues, resulting in no change in the overall mortality rates from the earlier study.

"Our results highlight the dire need to expand addiction and mental health services and to better integrate them into primary care systems serving homeless people," says Baggett. "They also suggest that, while health care services like BHCHP can help improve the health of homeless people, they probably are not enough. Making a major impact on mortality for these patients will also require addressing the social factors that contribute to homelessness in the first place."

In response to the study, BHCHP and the Boston Public Health Commission are leading a citywide effort to address the high number of overdose deaths from a medical and policy perspective. ■

01.25.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Armstrong to lead Department of Medicine

KATRINA ARMSTRONG, MD, MSCE, a world-renowned investigator in the areas of medical decision-making, quality of care and cancer prevention and outcomes, has been selected as the MGH's next physician-in-chief of the MGH Department of Medicine. Armstrong will succeed internationally regarded physician-scientist Dennis Ausiello, MD, who has led the department since 1996.

Armstrong, who currently serves as chief of the Division of General Medicine and professor of Medicine and Obstetrics and Gynecology at the Perelman School of Medicine at the University of Pennsylvania, will start in the new position April 15. "We are at a time of unparalleled opportunity to advance science, education and clinical care to benefit our patients and our communities," says Armstrong. "MGH is an extraordinary institution with a long tradition of leadership in internal medicine, and I am honored to become part of that tradition."

Armstrong is a graduate of Yale University and Johns Hopkins University School of Medicine and joined the University of Pennsylvania in 1996 as a physician-scientist fellow in the Division of General Internal Medicine. She joined the faculty at Penn in 1998 and was appointed chief in 2008. She also serves as associate director of the Abramson Cancer Center and co-director of the Robert Wood Johnson Clinical Scholars program at Penn.

Recently, Armstrong led the National Cancer Institute-funded Penn Center for Innovation in Personalized Breast Cancer Screening, which is dedicated to studying emerging methods of breast cancer detection.

ARMSTRONG

Throughout her career, she has received a number of awards and honors including the FOCUS Award for the Advancement of Women in Medicine from the University of Pennsylvania School of Medicine in 2011. She also is the author or co-author of more than 130 peer-reviewed journal articles and has written numerous chapters, editorials and abstracts.

Ausiello first came to the MGH as a Harvard undergraduate working with the late Alexander Leaf, MD, and fondly recalls his early days at the hospital, especially his relationship with his mentor. "It was an honor and privilege to work with Alex and then to have things come full circle

(Continued on page 2)

Hundred-Fifty Thousand Dollars
Natalie's Story
By Bryn Seltzer

A GIFT OF WRITING: Bryn and Thiele

Lessons learned through pages turned

WHEN IT CAME TIME for Bryn Seltzer, 13, of Needham, to choose her bat mitzvah project, she knew she wanted to give back to the Pediatric Epilepsy Program at MassGeneral Hospital *for* Children (MGH*f*C), which had cared for her since she was 6 years old.

"I've always really liked to write, and so for my bat mitzvah project I wanted to do something that helped kids with epilepsy," says Bryn, who outgrew her condition and was able to stop taking medication last year.

She asked Elizabeth Thiele, MD, PhD, director of the Pediatric Epilepsy Program, for ideas on ways she could give back. Thiele suggested Bryn write a children's book about being diagnosed with epilepsy, since there are so few books explaining the process. Along with the program's social worker Leigh Horne-Mebel, LICSW, and nurse coordinator Tricia Bruno, RN, Thiele then worked with Bryn to outline a wide array of issues that many pediatric patients face.

(Continued on page 2)

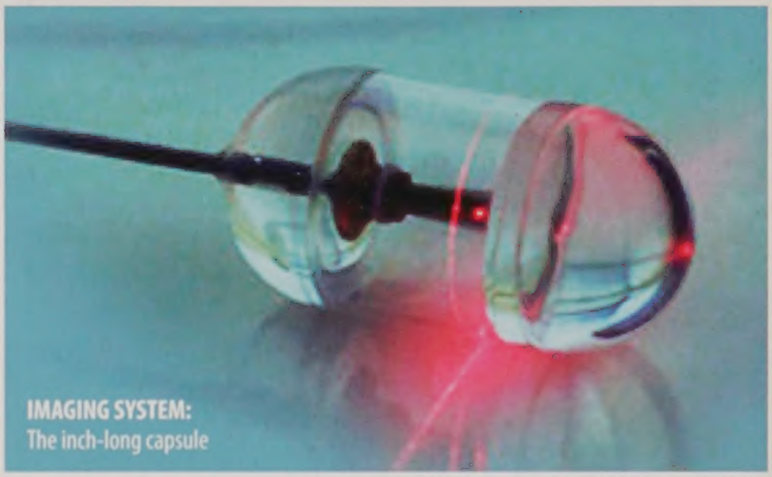
Patient Safety Star nominations sought

IN HONOR OF National Patient Safety Awareness Week, March 3 through 9, the MGH will sponsor its fourth annual Patient Safety Star Appreciation breakfast on March 6. "Safety Stars" exemplify the principle that all staff have the responsibility and opportunity to contribute to patient safety.

Staff are invited to nominate a colleague in a clinical, administrative or support service role who has demonstrated particular excellence in patient safety. The deadline for nominations is 5 pm on Feb. 11. Nominations may be submitted online by accessing *http://sharepoint.partners.org/mgh/cqs*. Select "Patient Safety Star Nomination Form" under the surveys tab on the left panel.

Employees may also fax the following information to Millie LeBlanc, RN, patient safety specialist, at (617) 726-4304: the nominee's name, department and mailstop, as well as his or her immediate supervisor's name and at least one example of the nominee's contribution to patient safety at the MGH.

For more information, contact LeBlanc at *mleblanc1@partners.org* or Lela Holden, RN, PhD, patient safety officer, at *lmholden@partners.org*.



IMAGING SYSTEM: The inch-long capsule

Pill-sized device provides rapid screening results

PHYSICIANS MAY SOON have a new way to screen patients for Barrett's esophagus, a precancerous condition usually caused by chronic exposure to stomach acid. Researchers at the Wellman Center for Photomedicine at the MGH have developed an imaging system enclosed in a capsule about the size of a multivitamin pill that creates detailed, microscopic images of the esophageal wall. The system has several advantages over traditional endoscopy.

"This system gives us a convenient way to screen for Barrett's that doesn't require patient sedation, a specialized setting and equipment, or a physician who has been trained in endoscopy," says Gary Tearney, MD, PhD, of the Wellman Center and the MGH Pathology Department, corresponding author of the report published online this month in *Nature Medicine*. "By showing the three-dimensional, microscopic structure of the esophageal lining, it reveals much more detail than can be seen with even high-resolution endoscopy."

The new system developed by Tearney and his colleagues calls for a patient to swallow the capsule, which contains optical frequency domain imaging (OFDI)

(Continued on page 4)

—*Department of Medicine*

(Continued from page 1)

when I followed in his footsteps – first to become chief of the Renal Unit that he created and then to ultimately take over his role as chief of the Department of Medicine. It was a great journey."

During his career, Ausiello has received numerous accolades and honors, including election into the prestigious Institute of Medicine of the National Academy of Sciences and the American Academy of Arts and Sciences. While reflecting on the many memories created during his years at the MGH, Ausiello says one recurring theme comes to mind. "What makes an institution great is its people, and I've never met a finer group of individuals – from residents to faculty – than at MGH," he says. "I'm proud to say that I've enjoyed every minute of working here, especially with the young people who are so inspiring at every turn."

After stepping down, Ausiello plans to concentrate on building the Center for Assessment Technology and Continuous Health, a collaboration among scientists, clinicians and engineers at the MGH and the Massachusetts Institute of Technology. The program seeks to transform how individuals monitor their health and how physicians can better prevent, diagnose and treat disease. ■

— Lessons learned

(Continued from page 1)

Bryn wrote and illustrated *Natalie's Story*, about a 7-year-old girl who learns she has epilepsy. While it is not an autobiography, Bryn says she incorporated some of her own experiences, including how nervous she was about telling friends about her diagnosis.

"I was kind of worried about sleepovers and how I would do at a friend's house," she says. "I remember telling my friend I had it, and she was really supportive. Everyone was really supportive. The book's message is that, even if you have epilepsy, you can still do what everyone else does and still do what makes you happy."

Bryn's father printed 200 copies to donate to the Pediatric Epilepsy Program, and Thiele says this act of generosity will be a great resource for children in the program as well as an inspiration to other patients and families to become more involved in the epilepsy community.

"Families have really reacted well to the story and how it is written," says Thiele. "They are very happy with how easy it is for their children to understand and know they are not alone."

Q&A: The MGH and Magnet

IN 2003, the MGH became the state's first hospital to earn Magnet Recognition from the American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association. In 2008, the hospital was redesignated a Magnet organization. Magnet Recognition is the ANCC's highest honor bestowed upon health care organizations for nursing excellence. Four years later it is once again time for the MGH's Magnet site visit. Here, Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care Services and chief nurse, provides an overview of this prestigious program.

What is the Magnet Recognition Program?

The Magnet Recognition Program was developed by the ANCC to recognize health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. The program also provides a vehicle for disseminating successful nursing practices and strategies. The ANCC has awarded Magnet designation to fewer than 7 percent of all registered U.S. hospitals.

Why is maintaining the MGH's Magnet status important?

Magnet recognition is not an award – you don't "win it" – you earn it. It's the highest stamp of approval a health care organization can receive from a nonregulatory agency.

Research demonstrates that Magnet hospitals have better patient outcomes, patient satisfaction and nursing satisfaction, as well as lower RN turnover. Magnet-hospital designation and redesignation is now considered the "gold standard" for nursing practice in all settings, and by extension, the highest standards of quality and safety in patient care.

SIZABLE SHOWCASE: The Magnet evidence submitted to the ANCC by the MGH

What does the redesignation process involve?

The process started over the past few years with the MGH conducting a comprehensive gathering of evidence to support the hospital's claim to Magnet status. This resulted in 5,024 pages describing individual and collective work that illustrate the Magnet standards. After a thorough assessment by a team of four ANCC appraisers, the MGH advanced to a site visit. From March 4 through March 7, the same team of appraisers will visit the MGH to verify, clarify and amplify the evidence they reviewed. The site visit provides appraisers with an opportunity to speak directly to nursing staff, patients and their families, as well as all other MGH staff members. The team will visit the main campus, health centers, clinics, as well as other MGH satellite locations. In essence, they conduct a review in every location where a nurse practices.

I am not a nurse. What is my role in the Magnet site visit?

As an MGH employee, everyone has a key role in the upcoming site visit. It's important to know that ANCC appraisers can stop and talk to any member of the MGH community – at any time and at any location. This information will be used as part of the team's review process. All MGH employees should have a basic understanding of the Magnet Recognition process and should be able to describe how their department works in collaboration with nursing.

For more information about Magnet and the upcoming site visit, contact Marianne Ditomassi, RN, DNP, MBA, Magnet program director at (617) 724-2164. ■

Center for Celiac Research joins MGH*f*C

AFTER NEARLY TWO DECADES of providing clinical care for patients and conducting innovative research on celiac disease and other gluten-related disorders, the Center for Celiac Research has relocated from Baltimore to Massachusetts General Hospital *for* Children (MGH*f*C), as part of the MGH*f*C's newly renamed Mucosal Immunology and Biology Research Center.

Alessio Fasano, MD, who founded the Center for Celiac Research at the University of Maryland School of Medicine in 1996 and the Mucosal Biology Research Center in 2003, is serving as director for both MGH*f*C research centers and also is the new chief of Pediatric Gastroenterology and Nutrition. Fasano and his team are international leaders in the research and treatment of gluten-related disorders. They launched a new era of awareness of the condition in North America in 2003 when they released results of an epidemiological study that placed the rate of celiac disease at one in 133 people in the U.S. Fasano went on to spearhead research that identified gluten sensitivity as a condition on the spectrum of gluten-related disorders.

"We're delighted to welcome Dr. Fasano and his team of research scientists and fellows to Boston," says Ronald E. Kleinman, MD, physician-in-chief at MGH*f*C. "He is an internationally recognized investigator, a superb clinician and inspiring teacher. He's just the right person to move our work forward as we expand our outreach to both children and adults with gluten-related disorders."

Moving the center to MGH*f*C allows Fasano's team to also partner with the Celiac Center at Beth Israel Deaconess Medical Center and Boston Children's Hospital. The team will continue its work investigating potential links between gluten-related disorders and conditions such as schizophrenia and autism spectrum disorder in certain subgroups of patients. They also are working to isolate a biomarker for gluten sensitivity.

FASANO

"After 16 years of conducting groundbreaking research and treating children and adults for gluten-related disorders, we're looking forward to the next phase of discovery and treatment breakthroughs," says Fasano. "By joining forces with other celiac centers in the Boston area, we will become one of the largest and most advanced facilities in the world to care for people with gluten-related disorders."

The Center for Celiac Research's patient clinic is scheduled to open in February in the Yawkey Outpatient Clinic, Suite 6B. For more information, visit *www.celiaccenter.org* and *www.massgeneralforchildren.org*. ■

01.25.13

MGH HOTLINE

WHAT'S HAPPENING

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

IN GENERAL

The source for everything Partners eCare
Last year Partners announced its plan to implement an enterprisewide, integrated health information system – Partners eCare – over the next five years. To keep staff informed throughout this clinical and administrative system implementation, a Partners eCare website was launched: *www.partners.org/partnersecare.* To enter the site, simply enter a Partners username and password. Employees can also sign up for email alerts to stay up-to-date on upcoming activities and important program-related news.

Submit news tips and story ideas to *MGH Hotline*

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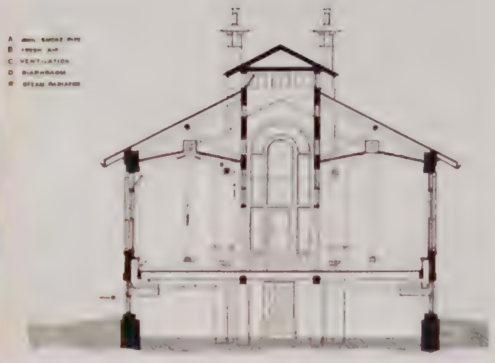

The changing shape of MGH

THE MGH has taken on many shapes and sizes during its lengthy 201-year history. In 1875, pavilion wards, seen above, were constructed as a means to isolate patients from one another in an attempt to avoid the spread of illness. The idea behind these quickly-built single-story wards was that they would be used for 10 years then torn down and replaced, as it was thought they would be impregnated with disease. They were constructed where the White, Gray and Bigelow buildings now stand.

The colorful history behind these wards was just one of the many stories shared by David Hanitchak, RA, former director of Planning and Construction at the MGH and current principal at NBBJ, during his presentation "The Morphing of MGH: Architecture Reflects Changing Patterns of Care" on Jan. 23 at the Paul S. Russell, MD Museum of Medical History and Innovation. Hanitchak's lecture included a visual history of the plans and strategies for developing the MGH main campus over the past two centuries.

The museum's lecture series will continue next month as Jordan Smoller, MD, ScD, of the Center for Human Genetic Research at the MGH, speaks about his work on how biology is providing clues to unlocking the secrets of normal and abnormal behavior. The lecture, from 6 to 8 pm on Feb. 5, is based on his book, *The Other Side of Normal.*

Programs are free and open to the public. For more information, visit the museum's website at *www.massgeneral.org/history/russellmuseum* or email *mghhistory@partners.org.*

FLEXIBLE TETHER: By manipulating the device, physicians can control the position of the capsule in a patient's esophagus.

PHOTO COURTESY OF MICHALINA GORA, PHD, AND KEVIN GALLAGHER, WELLMAN CENTER FOR PHOTOMEDICINE

— *Pill-sized device*

(Continued from page 2)

technology – a rapidly rotating laser tip emitting a beam of near-infrared light and sensors to record reflected light. The physicians operating the system, which includes a string-like tether, were able to image the entire esophagus in less than a minute. The study showed a procedure involving four passes – two down the esophagus and two up – could be completed in about six minutes. A traditional endoscopic examination requires patients to stay in the endoscopy unit for about 90 minutes.

The detailed microscopic images produced by the OFDI system revealed subsurface structures not easily seen with endoscopy and clearly distinguished the cellular changes that signify Barrett's esophagus. Study participants who had previously undergone endoscopy indicated they preferred the new procedure.

"The images produced have been some of the best we have seen of the esophagus," says Tearney. "We originally were concerned that we might miss a lot of data because of the small size of the capsule; but we were surprised to find that, once the pill has been swallowed, it is firmly 'grasped' by the esophagus, allowing complete microscopic imaging of the entire wall. Other methods we have tried can compress the esophageal lining, making it difficult to obtain accurate, three-dimensional pictures. The capsule device provides additional key diagnostic information by making it possible to see the surface structure in greater detail." ■

02.08.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

It's all in the genes:

Identical twins fight high cholesterol

AS CHILDREN, identical twins Elaine DeCouto and Carol McCarthy played sports including softball, basketball and cheerleading. Fast forward to their adult lives – and although they have long since traded their pompoms, mitts and basketballs for gardening gloves and watering cans – their commonalities have only strengthened over the years. Now 66 years old, DeCouto and McCarthy are enjoying retirement, and remain active by helping each other with yard and home improvement projects – all while attempting to manage a serious health condition, familial hypercholesterolemia (FH), which they have struggled to control for the past two decades.

FH is an inherited disorder marked by elevated levels of low-density lipoprotein or LDL – often called the "bad cholesterol." The Centers for Disease Control and Prevention reports that about one in 500 people in the U.S., or roughly 630,000 people, have FH. If left untreated, an FH patient's LDL cholesterol – which can be as high as 500 to 1,000 mg/dL – can lead to serious and deadly conditions such as heart attack and stroke. When DeCouto and McCarthy first came to the MGH, their untreated baseline LDL numbers were between 350 and 400, far exceeding the normal number of 130.

"Elaine and Carol both inherited a gene for this very high cholesterol," says Linda Hemphill, MD, director of the MGH Corrigan Minehan Heart Center LDL Apheresis Program, who first began treating the twins in May 2011. "The reason the twins struggled with control of their levels is because they are both intolerant of statin medications, currently the only medications on the market which can significantly lower cholesterol. I knew the twins had to get their LDL levels down and taking statins simply wasn't a possibility after years of attempts. They needed another treatment option and that's when I introduced them to apheresis treatments."

Since 2004, the MGH Corrigan Minehan Heart Center has been the only site

(Continued on page 2)

DOUBLE TROUBLE:
Identical twins McCarthy, top photo, and DeCouto receive apheresis treatments at the MGH every two weeks to help manage their genetic FH condition.

ON THE JOB:
Browne and Abramson, center, talk to students Rodriquez, left, and Giacomo De Filippino during their visit to the MGH.

Students explore health and science career options

ANNA RODRIGUEZ knew she wanted to be a nurse, but after following Jerry Browne, RN, lymphoma practice nurse in the MGH Cancer Center, the East Boston High School sophomore now knows she wants to be a nurse at the MGH. "I can see myself doing this. As a nurse you need to make the patient feel better. Making patients feel at ease is the best thing you can do in life. They rely on you," she says.

Making the students feel at ease in a large teaching hospital was the job of more than 75 MGH volunteers who hosted 100 students throughout the campus on Feb. 1 as part of the annual MGH Job Shadow Day, sponsored by the Center for Community Health Improvement. During their visit, Browne introduced his students to Jeremy Abramson, MD, clinical director of the Center for Lymphoma, who not only described the work of the MGH Cancer Center but also offered each student his business card to contact him if they wanted to learn more in the future.

(Continued on page 4)

New workout equipment unveiled

THE CLUBS AT CHARLES RIVER PARK has introduced the latest addition to its health club – the PurMotion FTS 200. The large free-standing training station is designed to accommodate multiple people working out together to perform the latest functional strength training exercises through innovative workouts.

PRO WORKOUT: Morgis shows the AirFit Trainer Pro system attachment.

"Shouldn't working out be fun? That's my response when people ask me about this new functional training equipment," says Katie Morgis, certified personal trainer and program director for The Clubs. "This new system allows workouts to not only be more fun, but faster and more efficient as well."

The PurMotion includes multiple options for weight training, rope pulls, resistance band exercises and a pulley system that provides users a full-body workout in one location. The equipment was officially unveiled during a special ribbon-cutting ceremony on Jan. 30. The club's trainers will offer free demonstrations throughout February. An Indoor Boot Camp Program featuring the new equipment also is available. For more information, visit The Clubs at Charles River Park at *www.clubsatcrp.com/purmotion.*

HEALTHY HEARTS: Staff members set up the heart health booth at the MGH Chelsea HealthCare Center on Feb. 5.

Going red for heart health

ACCORDING TO the American Heart Association (AHA), only one in five women believe that heart disease is her greatest threat. However, it is the No. 1 killer of American women and is more deadly than all forms of cancer combined. It causes one in three deaths each year – about one woman every minute.

Prevention, early detection and prompt treatment are key to changing these statistics. To help with this mission, the MGH teamed up with the AHA's Go Red for Women campaign to present a series of heart health events in recognition of February as American Heart Month. The events feature information about heart and vascular health, stress reduction, diabetes, smoking cessation and relationship safety. Blood pressure screenings and body mass index measurements are available, as well as education materials for staff, patients and visitors.

"Together, heart disease, stroke and other diseases of the heart and blood vessels are responsible for 35 percent of all deaths in Massachusetts," said Kathleen Miller, RN, PhD, director of the MGH Wellness Center, a service of the Benson-Henry Institute for Mind Body Medicine, which is hosting the events along with the MGH Institute for Health Professions. "As with men, the most common heart attack symptom for women is chest pain or discomfort. But, it's important to note that women are more likely to experience other symptoms – particularly shortness of breath, nausea, vomiting and back or jaw pain. It is vital they call 911 and get to a hospital right away."

As part of the program's education outreach, the group also worked with Market Basket in Chelsea to insert some 8,000 information cards about women's heart health into grocery bags for distribution on Feb. 14.

The heart health events will continue this month from noon to 1 pm on Feb. 12 at MGH Revere HealthCare Center; Feb. 14 at North End Waterfront Health; Feb. 19 at the MGH Charlestown HealthCare Center; and Feb. 26 at Everett Family Care. For more information, call the MGH Wellness Center at (781) 485-6400. ■

— Twins fight high cholesterol

(Continued from page 1)

in Massachusetts to offer the treatment, which is a dialysis-like procedure that clears the LDL cholesterol from the blood. For their care, the twins now come to the hospital every two weeks to undergo the two- to four-hour procedure. Their post-treatment LDL cholesterol numbers are now consistently around 110 to 130.

"The apheresis treatment is very simple, and I've been thrilled with the comparison of my numbers now to what they were," says McCarthy, who sought the new treatment after having a stroke years ago.

DeCouto says after being treated with statin medications for more than 20 years – and enduring their painful side effects, including muscle aches that sometimes affected her mobility – she was ready to try something different. She turned to the treatment that was working for her sister. "I was initially skeptical the treatments would work, but I figured if it worked for Carol, it would work for me," she says. "When I learned after the first treatment that my LDL numbers had decreased, I could have jumped for joy."

Hemphill says, while effective, apheresis has certain eligibility requirements, since most FH patients can tolerate statin medications. FH remains a disorder largely undertreated. "Some estimates indicate only 20 percent of FH cases are diagnosed and only about 10 percent of patients receive appropriate therapy," she says. "When you hear of a 30-year-old man who died of a heart attack, it is likely he had FH, but had never gotten his cholesterol checked." ■

Antidepressants and the effects on heart rhythms

RECENT REPORTS HAVE SUGGESTED that patients who take higher doses of some antidepressants could have an increased risk of abnormal heart rhythms. Roy Perlis, MD, MSc, director of the MGH Psychiatry Center for Experimental Drugs and Diagnostics, explains a recent study published in the journal *BMJ* that he led and outlines what it means for people who take antidepressant medications.

Q. What did your study address?

A. The study looked at the relationship between antidepressant medications and changes in heart rhythms. In August 2011, the U.S. Food and Drug Administration (FDA) issued a warning for the antidepressant citalopram (Celexa), based on something called post-marketing surveillance – a few reports by doctors that patients taking citalopram experienced abnormal heart rhythms or changes in their electrocardiogram, or EKG. Abnormal heart rhythms are not inherently bad, but if you have one, it could be an indicator that down the line there is potential to develop a more dangerous heart rhythm such as Torsades de Pointes, which can be fatal. For my team, the FDA warning raised more questions than it answered. We wanted to see real statistics on citalopram's effects on heart rhythms and to see if other antidepressants also led to changes in EKGs.

Q. What did you find?

A. Most antidepressants do not affect heart rhythms. But my team did confirm the observation that taking high doses of citalopram led to changes in EKGs. We also saw a similar effect in patients taking escitalopram (Lexapro). Our study looked across the entire Partners HealthCare electronic medical record system, including more than 1 million patients who have had EKGs, using tools developed by our colleagues at the i2b2 Center (Informatics for Integrating Biology and the Bedside). We saw that an irregular heart rhythm is quite common. Many people walk around with a modestly abnormal heart rhythm and never have a problem. But we do pay attention to it because again it is a predictor of risk.

Q. Should patients who are prescribed citalopram or escitalopram stop taking the medication?

A. Absolutely not. The effects on heart rhythm depend on dose; at lower doses, there's very little effect. People who are worried – especially those taking doses of citalopram more than 40 mg, or older people taking doses more than 20 mg – should talk to their doctor before making any change. It is important to remember that deadly abnormal heart rhythms are very rare, while depression – and its many negative effects on health – unfortunately is common. For the vast majority of people, the potential benefits of treating depression will outweigh the risks. Also keep in mind that our study showed there are a number of antidepressants that don't have any effect on heart rhythm, so there are many other options if you do not want to continue taking citalopram or escitalopram. There are also nonmedication treatments for depression, such as cognitive-behavioral therapy. ■

MGH celebrates Black History Month

FOR SOME OF TODAY'S YOUNG PEOPLE, the civil rights movement occurred so far in the past that it seems like ancient history. But it is especially important for those born and raised after those challenging times that the struggles and sacrifices endured and the stories of the many people who stood strong in their attempts to end racial discrimination be preserved, discussed and taught. As part of these efforts, MGH Patient Care Services and the Partners Diversity Supplier Program hosted its annual Black History Month event on Feb. 1.

"We as a community must find a way to preserve history," said Chelsea City Councilor-at-Large Calvin Brown, who spoke during the "All Things Are Possible" event held in the O'Keeffe Auditorium. "The only way we keep Black History Month relevant is by continuing to learn and educate ourselves. Thank God for the people in the past who made so many sacrifices to pave the way for an easier life for us today."

The event also included musical selections, reflections from MGHers, as well as an opening prayer by Rev. Daphne B. Noyes, of the MGH Chaplaincy. "The story of God's people of color, of all God's people, stretches as far back as we can imagine, beyond the reach of any month or year, and reaches into the future as far as we can imagine, beyond the reach of any month or year, and still further," Noyes said. "This month, we lift and embrace this history: its joys and sorrows, its mysteries and mistakes, its tragedies and triumphs, what has been, and what is yet to be."

Deborah Washington, RN, PhD, director of the MGH Diversity Program, told those in attendance that an important reason for hosting such events is to reflect upon the past in order to ensure that history does not repeat itself. "We will not allow what happened to the black culture to happen to anyone else because we know that there are other cultures who are oppressed," she said.

STANDING STRONG: From left, musician Linda Brown; Noyes; Brown; Hausman Fellow Penny Merenge, RN; Sandra Brown, councilman Brown's wife; and Bernice McField-Avila, MD, MHM, primary care access coordinator in the Emergency Department

MGHfC gets a Halloween treat

SPIRIT HALLOWEEN SUPERSTORES representatives Dan Mathis and Michael Cutting presented the MassGeneral Hospital *for* Children (MGH*f*C) Child Life Department with a check for $33,840 on Feb. 5.

The donation was the company's largest contribution since it began supporting MGH*f*C through its Spirit of Children program, in which local stores collect donations for area hospital child life departments during the Halloween season. This year the company had a spike in donations, leading to a $10,000 increase. In total, the company has donated more than $100,000 to MGH*f*C.

The funds are used in a variety of ways to purchase crafts, toys, games, books and movies to make pediatric patients more comfortable during their hospitalization.

The program also sponsors and hosts a yearly Halloween party, bringing goody bags and providing MGH*f*C pediatric patients with the opportunity to engage in games, face painting and pumpkin decorating.

During the check presentation celebration, Child Life Specialist Ashley Reardon presented Mathis and Cutting with a framed photo from this year's Halloween party as a token of appreciation for their support. "We have a program that we're lucky to be involved with," said Mathis, Spirit's Northeast region zone manager. "We're in awe of what you guys do and we're honored to be a part of it."

Reardon and Debra Burke, RN, MSN, MBA, associate chief nurse, also invited Mathis to bring his district sales managers for a tour of MGH*f*C's inpatient units at the start of the next Halloween season for them to see firsthand how their fundraising makes a difference.

A GENEROUS GIFT: From left, Allyson Ahern, associate director of corporate and foundation relations for Development, Reardon, and Brenda Miller, RN, nursing director of Ellison 17 and 18, watch as Mathis looks at the framed photograph he received from the Child Life Department as a thank you for the company's donation.

— Students explore careers

(Continued from page 1)

A first-time Job Shadow host, Browne remembers well his own job shadowing experience as a high school student. "I visited Emerson Hospital in Concord and shadowed a physical therapist for the day. I still have a photo of myself that appeared in the local paper in 1984. My mentor took the time to share his knowledge and pique my interest in the health field, and I am glad to do the same," he says.

During the event, Javier Irazoqui, PhD, hosted five students in his developmental immunology laboratory on Jackson 14. Boston Arts Academy junior Emilio Rome was fascinated by the research due to his strong interest in learning about bacteria and how they work. "Because they're so small, when they get inside your body, they can do so much damage," he says.

Irazoqui was pleased with the students' reactions. "It reminds me in a very concrete way of the wonder and awe that I felt when I first learned some biology, and that still motivates me today."

For more information on MGH Youth Programs, contact Margo McGovern at *mjmmcgovern@partners.org* or (617) 724-3210.

Announcements available online
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02.15.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Weathering the storm

THE MGH is proud and thankful for all of its dedicated employees who helped ensure smooth operations during the nor'easter that hit the region on Feb. 8 and 9, which dumped some 25 inches of snow in Boston. These photos provide a small glimpse into hospital life and showcase just a few of the many employees who sprang into action and worked together before, during and after the storm to ensure excellent care for patients and their families. To view more photos, visit *http://bit.ly/VazfK8.*

02.15.13

MGH patients leading healthier, more active lives

Heart disease is the leading cause of death in the U.S. for both men and women. In recognition of February as American Heart Month, two MGH patients share their stories and their new appreciation for heart health after receiving treatment and taking part in education programs.

Nutrition classes inspire better food choices

HAVE YOU EVER headed into a grocery store determined just to buy the staples? Perhaps you picked up a gallon of milk, eggs, bread and maybe some pasta. The problem was the pesky endcap displays you walked by advertising special prices on two-liter sodas and chocolate chip cookies. Did you reach for those items as well?

MGH dietician Deborah Krivitsky, MS, RD, LDN, covers the topic of avoiding impulse purchases in her regular "Supermarket Smarts" class at the MGH Corrigan Minehan Heart Center. She teaches a variety of nutrition classes that are offered to patients in the Cardiovascular Disease Prevention Center. Topics include diet and diabetes, portion sizes and labels, and the good, bad and ugly about fats. Krivitsky's plate is full of useful information to help patients make better choices when choosing what foods to eat.

Larry Kimmelman, a cardiac rehab patient who has attended some of the classes, says he has learned a lot from Krivitsky about better eating habits. For example, when it comes to portion control, Krivitsky encourages patients to use side dishes – a perfect tip at home and when dining out at restaurants. "I love seafood pasta," admits Kimmelman. So, Krivitsky taught him how to keep the foods he loves in his diet while also encouraging him to put the pasta on a side dish, to consume fewer carbohydrates.

Kimmelman, a fast food franchisee operator, says the tips he has learned – such as eating smaller portions, incorporating more vegetables into his diet and choosing whole wheat over other types of grains – have enabled him to make healthier eating choices at both work and home. These decisions, along with exercise, also have helped him lose weight.

"I have two grandsons in New York City," says Kimmelman, "and when I see them now, their arms can actually reach around me."

And Kimmelman, inspired by the classes, is not stopping at just educating himself on the topic of better nutrition. He recently connected Krivitsky with his company to be a part of a national conversation on nutrition and fast food menus.

The Cardiovascular Disease Prevention Center is located at 25 New Chardon St. in Boston. Nutrition classes are held from 11 am to noon.

To learn more about the patient education classes and view the 2013 schedule visit: *http://www.massgeneral.org/heartcenter/nutrition_classes.aspx*.

To read Krivitsky's thoughts about "Sugar and beverages: How much is too much?" visit *http://bit.ly/14V01H8*.

ECMO patient on road to recovery

KEITH LORDAN considers every day to be a gift. On Aug. 6, 2011, the 59-year-old from Melrose suffered a heart attack at a local pub in Boston during a birthday celebration with his family. Thankfully, his brother Bill quickly jumped into action and performed CPR, but after Lordan arrived at the MGH following 45 minutes of resuscitation, his condition was grim.

LORDAN
1000

Joshua Baker, MD, a surgeon in the MGH Corrigan Minehan Heart Center, placed Lordan on extracorporeal membrane oxygenation (ECMO) – a technique that oxygenates and removes carbon dioxide from the blood outside a patient's body – to allow his damaged heart and lungs time to recover. The Corrigan Minehan Heart Center is well-known for using ECMO, and the MGH is the only hospital in New England that accepts referrals from other hospitals for long-term care.

"Nobody ever quit on me," says Lordan. "ECMO was the difference between life and death."

The ECMO treatment allowed Lordan to regain enough strength to undergo quadruple bypass surgery. Now, almost a year and half after his near death experience, Lordan is happy to report he is back to work as a driver training instructor for the United States Postal Service and he also is getting back into shape, most recently joining a walk-to-run club in his hometown.

"I can't run fast, but that doesn't matter," he says. "It's about finishing the race." ■

BBJ poll: MGH a 'most admired company'

THE MGH has been named one of the most admired health care companies in Massachusetts by the *Boston Business Journal* as part of its online 2013 Most Admired Companies, CEOs and Brands survey. In conjunction with these awards, the *Boston Business Journal* also will announce a "Readers Choice" winner in each of its 10 featured categories.

As the competition winds down in the health care category between the MGH and fellow finalists Tufts and Blue Cross Blue Shield, many MGH supporters have been closely watching the voting and have taken to Facebook to express congratulatory messages.

- "I have worked at MGH for the past 52 years. It is the best, I would not be treated in any other hospital but at MGH."
- "MGH you're simply the best!"
- "Amazing place, amazing people, amazing care!"
- "#1 hospital in the country! Can't beat that!"
- "I have worked at MGH for 8 years. I have worked at various hospitals in Boston and in over 30 years of being a secretary this is by far the best place. I love working here! For as big as this hospital is, there is a lot of camaraderie and a sense of 'family.'"

"There just isn't enough good to say about the care my grandson received there! Cheers!"

The deadline to vote in the "Reader's Choice" poll is Feb. 21. It can be accessed by visiting *http://bit.ly/XA2pNb*. ■

MGH hosts Libyan health leaders

BUILDING BRIDGES: From left, Kerry, Bugaighis, Stevens and Burke

IN TIMES OF MEDICAL CRISIS, access to immediate emergency care is critical to saving lives. For the people of post-revolution Libya, emergency care and support infrastructure are virtually nonexistent as the country faces a number of challenges to meet the basic health care needs of its people. From Feb. 11 to Feb. 13, the MGH Division of Global Health and Human Rights hosted leaders from the Benghazi Medical Center (BMC) to discuss a collaboration to aid BMC in its efforts to establish itself as a center of excellence for emergency care for Benghazi and for all of Eastern Libya.

The trip to Boston was highlighted by a global health seminar, "Health and Human Rights in Post-Revolution Libya," Feb. 12 in the O'Keeffe Auditorium, which included remarks by Thomas Burke, MD, director of the Division of Global Health and Human Rights in Emergency Medicine at MGH; Laila Taher Bugaighis, lead gynecologist and deputy director general of BMC; Vanessa Bradford Kerry, MD, MSc, associate director for partnerships and global initiatives at the MGH Center for Global Health; and Anne Stevens, MD, pediatric rheumatologist at Seattle Children's Hospital, who is the sister of the late U.S. Ambassador to Libya Christopher Stevens who died tragically during an attack in Benghazi Sept. 11, 2012. Burke, who was in Benghazi during the time of the attack and had planned to meet with Ambassador Stevens the following day, invited Dr. Stevens to reflect on her brother's life and legacy.

"My brother Chris had a lifelong passion for the people and the culture of the Middle East," said Stevens. "He believed that the new Libya would thrive if we supported the development of public and private collaborations. In the spirit of Chris's life, we're building bridges between our hospitals, and I hope this will be one of many new bridges between our countries."

During the seminar, Bugaighis spoke about her experiences growing up in Libya, the struggles and injustices her family faced and her efforts as a physician-leader to improve health care in Benghazi.

"[Under Kaddafi's regime] there was no proper health care, no education. Life really changed in Libya," she said, noting that though they were able to open BMC in 2009, it came decades after construction of the major hospital complex first began in 1973. "Health care in Libya for the past 20 years is one of the institutions that was destroyed by extreme corruption and lack of funds."

While Libya is still in a state of transition and there is much work ahead, Bugaighis described the initial steps her team has taken and outlined her vision of how a viable health care system can be an important foundation on which to build and advance. "We've managed to put together a plan to train our doctors, to build up a cadre of paramedics and emergency physicians and to help build emergency services at Benghazi," she said. "Working to rebuild health care is one the very important things that's going to help us in peace-building and reconciliation because it's going to give our people one of the basic civil and human rights that they deserve."

Burke said that great promise lay in a cross medical center collaboration among the MGH, Seattle Children's Hospital and BMC. "We're looking forward to working together and really focusing on what we all share – a great respect for the vital role of a responsive and high quality health care system and the dignity of human rights." ■

MGH Blood Donor Center plans to temporarily relocate

FRAMED PHOTOGRAPHS of memorable moments and smiling faces of people who have made immeasurable contributions line a wall in the MGH Blood Donor Center. Now, surrounding the snapshots are the names and recollections of even more donors who have made a difference in the lives of MGH patients throughout the years.

"This is an incredible place because over the years each and every person who walked through this door did so with the intention of saving other people's lives. Thank you!" one remembrance notes.

The MGH Blood Donor Center is in the process of inviting all donors, and those who have a personal connection to the center, to add their names and memories to the wall in the

(Continued on page 4)

WALL OF FAME: MGH Blood Donor Center staff, from left, Josue Castillo, phlebotomist; Kim Cronin, manager of MGH Donor Services; Wentworth; and Mary Katherine Callaway, marketing specialist

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Annual Run-Walk to Home Base at Fenway Park supports returning veterans

U.S. TROOPS have come home from Iraq, and the war in Afghanistan is winding down. Now, more than ever, is the time to remember and support returning veterans and their families, especially those who are affected by the "invisible wounds of war" – post-traumatic stress and traumatic brain injury. One way to help is by joining the 2013 Run-Walk to Home Base presented by New Balance on May 4.

Now in its fourth year, the Run-Walk to Home Base raises funds for the Red Sox Foundation and MGH Home Base Program, which serves Iraq and Afghanistan veterans and their families through clinical care, community education and research. The event starts and ends in historic Fenway Park with all runners and walkers crossing home plate at the finish line. About 3,000 runners are expected to participate in the 9K run or three-mile walk, including 500 active duty military.

MGH employees, friends and family can choose to participate as part of the "MGH for Heroes Team." Registration and event information is available at *www.runtohomebase.org*. Pre-registration and a minimum fundraising commitment are required. For more information about Home Base, visit *www.homebaseprogram.org*.

START
369
259
404

A RING OF PRIDE: Boston Bruins Patrice Bergeron, far right, and Andrew Ference meet with Juan José Leon, 17, during a Feb. 13 visit to MassGeneral Hospital *for* Children (MGH*f*C). The players' visit was part of an auction item sold during the 13th annual Storybook Ball, a fundraiser that supports MGH*f*C research initiatives and patient care service programs.

— *Blood Donor Center*

(Continued from page 3)

weeks leading up to its temporary relocation to the 12th floor of the White Building. The move is slated to take place April 1 while its current home in the Gray Building undergoes renovations.

"Once the renovations are complete, we will move back to our main location," says Meredith Wentworth, marketing specialist. "We really want to stress that this is a temporary relocation and we will remain open and committed to providing a safe and adequate blood supply for our patients."

For more information or to schedule an appointment, call (617) 726-8177. Visit the center on Facebook at *www.facebook.com/MGHBloodDonor*. This month all donors will receive a long-sleeve T-shirt. The center's cupcake days promotion also continue this month with donors sampling sweets from Curly Cakes, J.P. Licks and South End Buttery on Feb. 21 and Kickass Cupcakes and Sweet Cupcakes on Feb. 26.

03.01.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

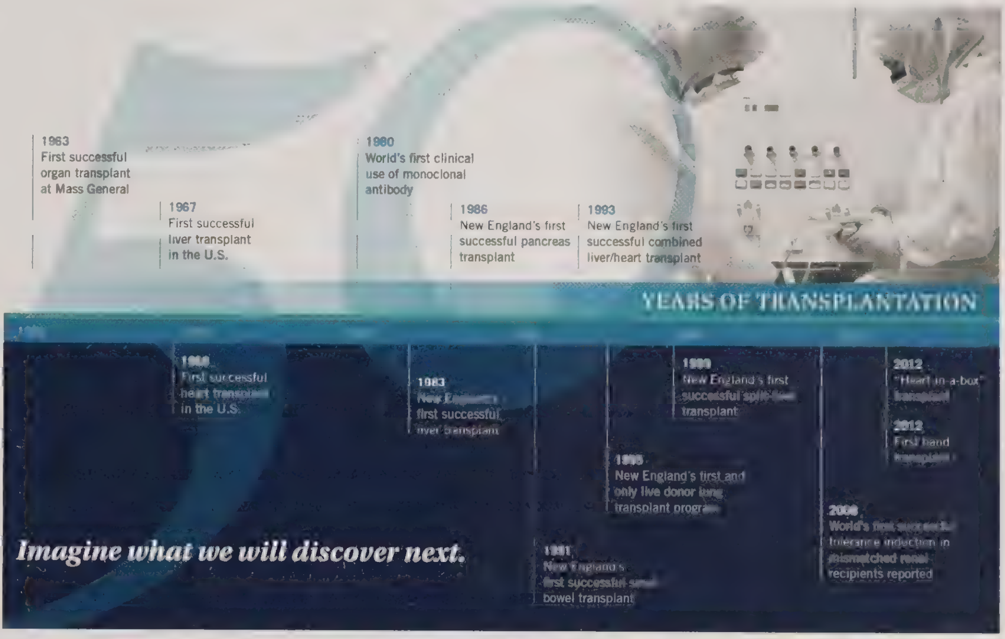
Celebrating 50 years of transplantation

"OUR EARLY PATIENTS knew they were pioneers," says Paul S. Russell, MD, senior surgeon and emeritus chief of the MGH Transplantation Unit. "Tremendous progress has been made since those early days."

This week marks 50 years of transplantation at the MGH. Since the first kidney transplant performed on Feb. 27, 1963, the MGH Transplant Center has revolutionized transplant medicine as an innovator in complex, life-saving techniques.

"The impressive successes achieved in transplantation over the last 50 years at the MGH have left us with a solid foundation for future advancements," says Joren C. Madsen, MD, DPhil, director of the MGH Transplant Center. "Looking ahead to the next 50 years, progress in the understanding and application of immune tolerance will help make the use of animal organs in human transplantation a reality. Likewise, advances in stem cell biology will contribute to the use of novel bioengineered organs. Due to these future advances and many others, there will likely be no shortage of donor organs, and many more lives will be saved. That truly will be a wonderful thing."

To celebrate its five-decade milestone, the center will host a continuing medical education course, as well as a reception April 8 at the Liberty Hotel. ■


1963
First successful
organ transplant
at Mass General
1967
First successful
liver transplant
in the U.S.
1980
World's first clinical
use of monoclonal
antibody
1986
New England's first
successful pancreas
transplant
1993
New England's first
successful combined
liver/heart transplant
YEARS OF TRANSPLANTATION
1968
First successful
heart transplant
in the U.S.
1983
New England's
first successful
liver transplant
1991
New England's
first successful small
bowel transplant
1995
New England's first and
only live donor lung
transplant program
1999
New England's first
successful split-liver
transplant
2008
World's first successful
tolerance induction in
mismatched renal
recipients reported
2012
"Heart-in-a-box"
transplant
2012
First hand
transplant
Imagine what we will discover next.

Collaborating in a crisis

WHEN DISASTER STRIKES, chaos often follows. In the days, weeks, months and years after the devastating January 2010 earthquake in Haiti, the MGH mobilized teams of first responders to help ease the suffering of the Haitian people and establish longer-term collaborations aimed at improving public health and combating rampant diseases like cholera. Also playing a vital role in the initial response in-country was the U.S. military, which deployed the hospital ship USNS Comfort as well as thousands of troops. On Feb. 25, the MGH Center for Global Health welcomed U.S. Army Lt. General P.K. Keen to discuss his command of the U.S. military's relief efforts in Haiti as part of "Development and Defense: The Role of the U.S. Military in Global Health," a seminar and panel discussion.

Keen outlined the military's initial priorities, which included opening the country's critical entry points. "We recognized the lifeline for assistance was the airport and seaport, which both were damaged but not to the point

(Continued on page 2)

MOVIE STAR AT THE MUSEUM: Actor Sean Penn, at left, tours the Paul S. Russell, MD Museum of Medical History and Innovation following an MGH Center for Global Health event. With Penn are Bangsberg, Keen and trauma surgeon Susan Briggs, MD, MPH, director of the International Trauma and Disaster Institute.

03.01.13

Strengthening educational opportunities for city's youth is superintendent's goal

DR. CAROL JOHNSON knows a bit about obstacles to obtaining a high-quality education. The daughter of a schoolteacher who made a lower salary than her white counterparts, Johnson learned to read using outdated textbooks that were hand-me-downs from the white schools in her town.

Perhaps that is why today, as superintendent of Boston Public Schools, she is such a believer in the American dream and what an education can do to improve the quality of life for the city's youth. Johnson spoke Feb. 15 at the Martin Luther King Jr. celebration hosted by Partners HealthCare and the MGH.

Johnson outlined the challenges she has faced during the five years she has been in office – a tenure that has seen the graduation rate increase 6 percent and the dropout rate decrease by 4 percent. "The education of the next generation is the most important work we do in America today," she said. "It's no longer a world where it's acceptable for only a few to make it."

To improve the chances of student success, Johnson said she embarked on a 2011 plan to close or merge the low-performing, low-enrollment schools in the city, allowing district resources to be used in ways that could better the chances of student success. While it wasn't a popular choice, she said, it has strengthened the district's education system and buoyed student success. "Without changes, we would have had to make deep cuts," she said.

Johnson's speech came after an inspiring vocal performance by Fred Hawkins, RN, BSN, MHR, CIC, an infection control practitioner in the MGH Infection Control Unit. Hawkins sang "If I Could Help Somebody," which he said he selected after considering some of the more inspired sayings of Dr. King.

The annual celebration also was a chance to honor the 2013 YMCA Achievers, which included three MGH employees: Kaftun Ahmed, a medical interpreter at the MGH Chelsea HealthCare Center; Tammy Pham, image service representative in Imaging; and Dee Dee Chen, manager of Professional Staff Benefits. The award honors exemplary multicultural employees from diverse backgrounds for both their professional achievements as well as their dedication to community service.

Ahmed was recognized for her advocacy work with Somali-speaking patients, connecting Somali and Arab women to mammography screenings to decrease disparities in breast cancer screening rates among female refugees. Ahmed also works to increase health literacy through various health education workshops and outreach events.

Pham was acknowledged for her ability to foster teamwork, create a supportive atmosphere for her co-workers, and for her active volunteerism at her church and as a Boy Scouts of America scoutmaster.

Chen was lauded for her positive impact at the hospital and within the community through many volunteer activities. At the MGH, she is the executive board chair of the Association of Multicultural Members of Partners and serves as a mentor for young careerists with the American College of Healthcare Executives, a supervisor for the MGH Jobs for Youth Program, and science fair project mentor for Timilty Middle School. ■

BELIEVING THE DREAM: From left, Pham; Chen; Dianne Austin, workplace diversity program manager; Johnson, holding a gift from the MGH, a framed photograph of the MGH Bicentennial Scholars; Hawkins; and Peter L. Slavin, MD, MGH president

— *Collaborating in a crisis*

(Continued from page 1)

GLOBAL REACH: From left, Boyce, Cranmer, Bourdeaux, Keen and Bangsberg

where we could not repair them," he said. "We flew in special operations airmen, who would otherwise be going into other countries to open airfields for combat operations. In this case we brought them in, and within 26 hours, they set up a card table between the runway and the taxiway and they operated off that card table for three weeks."

Keen said the use of military training and expertise was a key way to support relief organizations already working in the country. "The mission was very simple. We were there to save lives and mitigate the suffering of the Haitian people," he said. "What I learned from my experience there was that the muscle of humanitarian assistance and disaster relief are NGOs (non-governmental organizations) because the only way we can help the Haitian people is with unity of effort."

Joining Keen for the presentation and panel discussion were moderator David Bangsberg, MD, MPH, director of the MGH Center for Global Health; Hilarie Cranmer, MD, MPH, director of center's disaster response program; Ross Boyce, MD, a Global Primary Care Program medical resident and former Army captain; and Margaret Bourdeaux, MD, of the division of Global Health Equity at Brigham and Women's Hospital. Bangsberg also acknowledged a special guest audience member, actor Sean Penn, founder of the J/P Haitian Relief Organization, which is dedicated to saving lives and bringing sustainable programs to the Haitian people.

Following the discussion, the panelists, along with Penn, enjoyed a tour of the Paul S. Russell, MD Museum of Medical History and Innovation and a reception.

Magnet site visit begins March 4

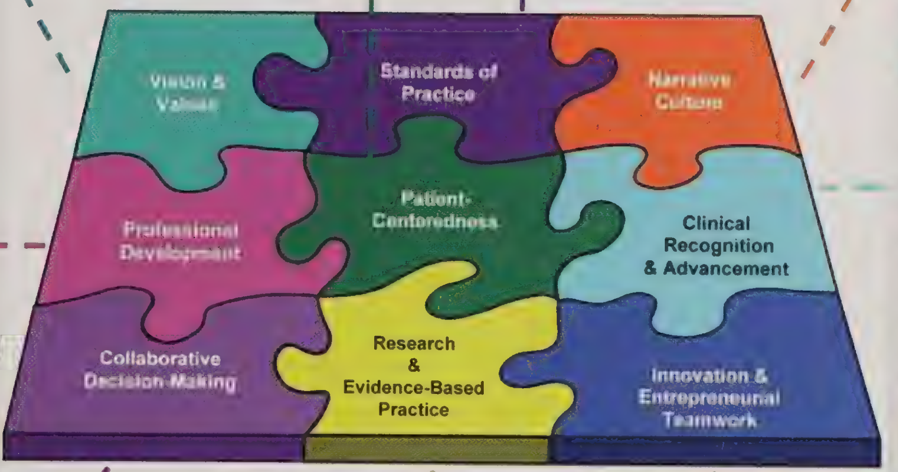
FROM MARCH 4 THROUGH MARCH 7, four appraisers from the American Nurses Credentialing Center (ANCC) will conduct a site visit as part of the MGH's Magnet recognition redesignation process. Magnet recognition is the highest honor bestowed upon a health care organization for excellence in nursing services. Fewer than 7 percent of hospitals nationwide have earned Magnet designation.

In 2003, the MGH became the first hospital in the state to be granted Magnet recognition from the ANCC, and in 2008, the hospital was redesignated a Magnet hospital for an additional four years.

The Magnet site visit provides an opportunity for staff to showcase the excellent care that is provided to patients and families at the MGH. The appraisers will visit as many patient care units and practice areas as possible and will want to speak with all members of the health care team, patients and families about the MGH. Questions for staff will focus on the care provided to patients and families; how they work together in teams; how involved they are in making care better for patients and families; job satisfaction at the MGH; and how the hospital supports education and other opportunities. Appraisers also may ask patients and families about their care, the staff and the environment at the MGH.

For more information about the Magnet Recognition Program, visit *http://mghpcs.org/pcs/magnet.* ■

MGH Professional Practice Model


Vision & Values
Standards of Practice
Narrative Culture
Professional Development
Patient-Centeredness
Clinical Recognition & Advancement
Collaborative Decision-Making
Research & Evidence-Based Practice
Innovation & Entrepreneurial Teamwork

Vision & Values – we have a shared vision and value accountability, responsibility, diversity, resource effectiveness, and our core value – patient- and family-centered care.

Standards of Practice – exist to ensure that the highest quality of care is maintained regardless of the number of professionals providing care or the experience of those professionals.

Narrative Culture – clinical narratives are an effective way to share and reflect on clinical practice. They reveal the clinical reasoning and knowledge that comes from experiential learning.

Patient-Centeredness – Our core value of patient-centered care & our belief that the patient/family-nurse relationships are critical to the development of our professional practice model which we define as interdisciplinary, patient- and family-centered care.

Professional Development – is essential to our ability to provide quality care, to achieve personal & professional satisfaction, and to advance our careers. Our activities include orientation, in-service training, formal and continuing education, and clinical advancement activities.

Clinical Recognition & Advancement – The Clinical Recognition Program marks the acquisition and development of clinical skills and knowledge as clinicians pass through four phases: entry, competent, advanced clinician, and clinical scholar. In addition, a myriad of recognition awards for excellence in clinical practice, education and research exist.

Collaborative Decision-Making – is built on the premise of "teamness" and team learning, i.e., the network of relationships between people who come together and implement actions or strategies toward a desired outcome.

Research & Evidence-Based Practice – The possession of a body of knowledge from research is the hallmark of a profession. Research is the bridge that translates academic knowledge and constructed theories into direct clinical practice.

Innovation & Entrepreneurial Teamwork – Members of the interdisciplinary teams that comprise Patient Care Services are committed to working together to identify issues in care delivery, and, more importantly, identify strategies to enhance care delivery.

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Happy New Year!

SINGING IN THE NEW YEAR: The Eastern Star Children's Choir from Winchester, Mass., was among several featured performers.

NEARLY 200 PEOPLE gathered in a Simches Building conference room Feb. 15 to celebrate the Year of the Snake as part of the MGH Chinese Scientist and Staff Association's (CSSA) traditional Chinese Lunar New Year event. The festivities featured a dinner buffet and entertainment by Boston-area dancers and musicians, who showcased their talents throughout the three-hour event.

"This event is not just a chance for the CSSA to celebrate with one another, but also a way to invite a great many nonChinese friends and colleagues at MGH to explore our traditions, culture and arts," says CSSA President Ying-Hua Wang, PhD, research scientist in the Center for Regenerative Medicine. "It is a time to allow us to make new friends and enjoy time with one another, not just in academia, but in our personal lives as well."

The annual celebration is one of the CSSA's largest and most popular events. Throughout the year, the organization also hosts seminars focused on traditional Chinese medicine.

TOP HONORS: On Jan. 25, the MGH received the Presidents Award from the Greater Boston Business Council, the Boston area's leading business group for the gay, lesbian, bisexual and transgendered community. Accepting the award at the evening reception at the Skywalk at the Top of the Hub were, from left, Jeff Davis, senior vice president for Human Resources, with members of the MGH Lesbian, Gay, Bisexual and Transgender Employee Resource Group; Jared Ruckman; chairman Kevin Knoblauch; Marc Cella; Thom Fitzgerald; Brian Hurley; Justin Chen; and Tina Rosado.

Focus on patient safety awareness

WHAT DOES A CULTURE OF SAFETY LOOK LIKE? That's the question that three MGH staff will discuss as part of a March 7 presentation recognizing Patient Safety Awareness Week, which runs March 3 through 9. "What Does a Culture of Safety Look Like? Stories from the MGH Front Lines" will run from noon to 1 pm in the O'Keeffe Auditorium and is open to staff, patients and families.

"These stories come from leaders whose units have scored high in several dimensions of the 2012 safety culture survey. They are clearly strong role models for others," says Lela Holden, RN, PhD, patient safety officer.

During "the week that lasts all year," the MGH also will host its fourth annual Patient Safety Star Appreciation breakfast on March 6. "Safety Stars" exemplify the principle that all staff have the responsibility and opportunity to contribute to patient safety. Earlier this year, staff were invited to nominate a colleague who demonstrated particular excellence in patient safety and 51 MGHers will be honored for their dedication at the breakfast.

For more information about Patient Safety Awareness Week, call 617-726-8031.

IN GENERAL

Video honored in national competition

The MGH's "Innovation Units" video was recognized as a national finalist among more than 100 submissions in the Robert Wood Johnson Foundation (RWJF) video contest focusing on the national problem of patients returning to the hospital following discharge. As part of this "Care About Your Care" initiative, RWJF invited patients, families, nurses, care coordinators and other front-line health care providers to submit videos telling their stories of how they help patients make successful transitions out of the hospital. View the video at *bit.ly/12en3el.*

03.08.13

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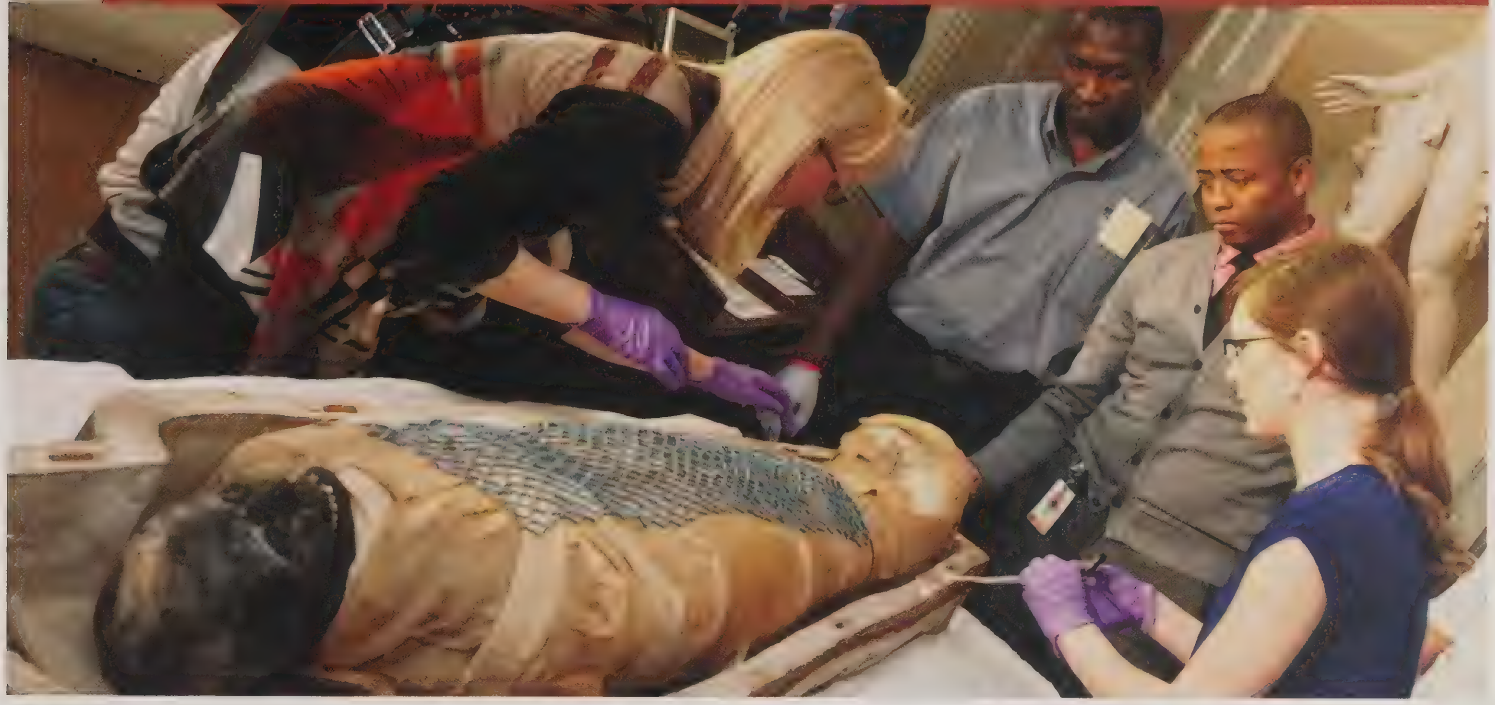
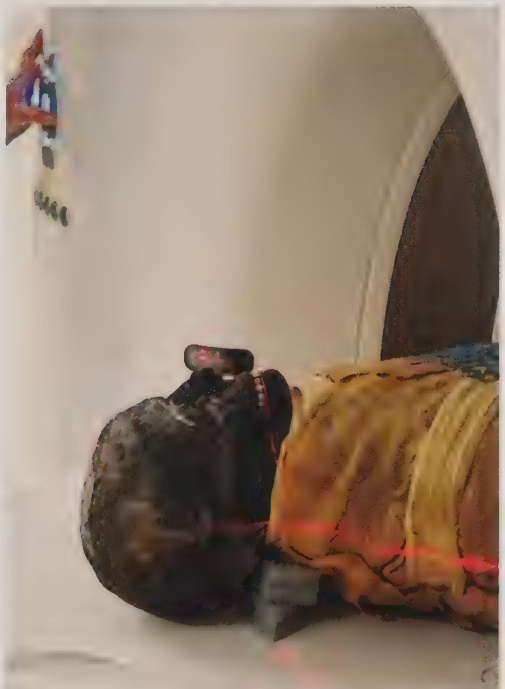


ANCIENT SECRETS: Materials Management team members Eman Hyppolite and Louis Gerard, center, observe as conservators Leveque, left, and Rebecca Barber examine Padihershef in the Ether Dome after he was removed from his display case.

Padihershef unwrapped

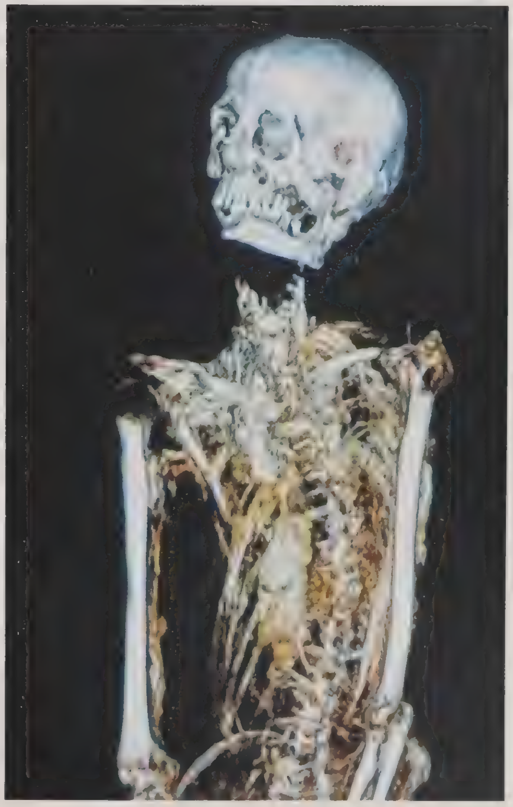


UNVEILED: Padihershef enters the CT scanner, above. At right is the 3-D image of the mummy's head, neck and torso.

FOR ALMOST TWO CENTURIES, Egyptian mummy Padihershef has held silent vigil in the Ether Dome, bearing witness to surgeries and other milestones that are part of the MGH's rich and vital history. He was a gift from the city of Boston in 1823 as a medical oddity, a rare and unusual artifact that many in this country had yet to see. While he has been subject to examinations during his nearly 200 years at the MGH, "Padi" had never received a full-scale medical investigation into what his life and health had been like some 2,500 years ago, when he was a 40-year-old stonecutter from the Necropolis in Thebes.

Some answers as to how Padi lived and died are now being explored through a conservation project supported in part by the hospital and through philanthropic donations. On March 4, under the watchful eyes of a team that included Rajiv Gupta, MD, PhD, of MGH Imaging; conservator Mimi Leveque; MGH neurosurgeon Paul Chapman, MD; and

(Continued on page 3)



03.08.13

IV program gains 'wins' in safety, savings

Patient Affordability is one of three pillars of the Partners' Strategic Initiative, along with care redesign and reputation/communications. By improving efficiency and removing costs from the system, Partners is taking important steps to address making health care more affordable. To achieve this goal, Partners has committed to implement $300 million in systemwide cost savings over three years (2012-14) by implementing best practices, eliminating duplication and making use of process improvement tools to improve the delivery of patient care.

EVERY YEAR, intravenous (IV) drugs are administered to thousands of patients across the Partners system. The annual cost is about $24 million for the two main types of IV products:

- Sets (tubing) and solutions ($13 million)
- Pre-mixed medications ($11 million)

As part of the Partners Patient Affordability effort, systemwide teams met to evaluate the IV products and services available through the various vendors the hospitals use. As a result of this initiative, Partners hospitals stand to save $17 million over five years.

"We undertook this with the goal of potentially consolidating the majority of IV product purchasing to a minimum of vendors. We did this by evaluating the most-often-used IV products with an eye toward standardizing them as appropriate," says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse, who co-chairs the Patient Affordability direct patient care team.

The teams were successful on two counts:

- *Consolidation and cost-savings:* The willingness of the hospital teams to "test the market" and potentially consider switching products from one vendor to another gave Partners Materials Management leaders the negotiating leverage to reap significant savings on IV products – a projected $17 million over five years.
- *Product standardization:* The Chief Nurse Council requested an evaluation of IV pumps. Also called smart pumps, these are computerized IV pumps loaded with drug formularies and data storage systems. About 3,700 from three main vendors are in use throughout the Partners system. "The team organized a systemwide pump trial and one vendor was clearly preferred by the nurses who tested them," says Ives Erickson. As existing IV pumps get replaced, most will now be purchased from the preferred vendor.

Another IV product affordability effort resulted in consolidating the purchase of tubing with one vendor. Savings from this one change are expected to amount to $500,000 annually.

SAFETY STARS: Elizabeth Mort, MD, senior vice president of Quality and Safety and associate chief medical officer, center, congratulates Lara Hirner, MS, left, and Audrey Cohen, MS, both of the Department of Speech, Language and Swallowing Disorders.

Improving, enhancing patient safety at MGH

FIFTY-ONE NURSES, Imaging technicians, lab assistants, speech language pathologists and physicians were honored this week as Patient Safety Stars by the MGH/MGPO Center for Quality and Safety. The honorees, all of whom were nominated by their peers for their efforts to improve and enhance patient safety at the MGH, were celebrated during the fourth annual breakfast and awards ceremony in the East Garden Room March 6.

Welcoming those in attendance, Peter L. Slavin, MD, MGH president, spoke about the importance of patient safety at the MGH. Lela Holden, PhD, RN, patient safety officer, and John Murphy, RN, staff specialist in the Center for Quality and Safety, introduced the honorees by sharing individual stories explaining why they were selected as Safety Stars.

"Amanda Norton, RN, on Ellison 16, works tirelessly to keep our patients safe every day by preventing the complications that could delay a patient's discharge."

"Michelle DeLelys, a technologist in Pathology, revised the guidelines that describe how to handle bone marrow specimens for the laboratories. The new guidelines streamlined the process to avoid delays in processing specimens and has shown a 75 percent improvement in these areas since it was adopted."

"Carolyn Delaney, patient services coordinator, Charlestown HealthCare Center, made it her duty to ensure the environment for patients and staff is always safe. She keeps the fire extinguishers, panic buttons, defibrillators and hand sanitizers tested and up-to-date."

At the end of the ceremony, the names of all Safety Stars were entered into a drawing to win a new Kindle. "Ceremonies such as this help you realize that your work matters," said Sarah Marie Cobb, RN, Patient Safety Star awardee and raffle winner. "It's nice to see such a big group; it's impressive to see how many people make patient safety a priority."

The awards ceremony was part of a week-long series of events recognizing National Patient Safety Awareness Week, March 3 through 9.

The complete list of Patient Safety Stars is available in *Hotline* online. ■

FOCUS ON QUALITY: From left, Andrea Torri, MD; Gina Basehore, CRNA; Susan Vassallo, MD; and Edward George, MD, PhD, all from the Department of Anesthesia, Critical Care and Pain Medicine

Planning for the next generation of MGH science

THE ANNUAL CELEBRATION OF SCIENCE, held in conjunction with the 2013 meeting of the hospital's Scientific Advisory Committee (SAC), will spotlight the work of recipients of the hospital's top research awards and other innovative investigators. The two-day event will kick off March 20 with the annual SAC poster session from 11 am to 1:45 pm on the 15th floor of the Wyndham Boston Beacon Hill (formerly the Holiday Inn) at 5 Blossom St.

Beginning at 2 pm in the Simches Center, Room 3.110, Leigh Hochberg, MD, PhD, MGH Neurology, recipient of the Martin Prize for Basic Research; Michael Talkowski, PhD, Center for Human Genetic Research and recipient of the Martin Prize for Clinical Research; and David Langenau, PhD, MGH Pathology and recipient of the Goodman Award, will present their award-winning research. They will be followed by keynote speakers and 2012 MGH Research Scholars Galit Alter, PhD, Department of Medicine and the Ragon Institute; and Nir Hacohen, PhD, Center for Immunology and Inflammatory Disease in the Department of Medicine.

The SAC meeting on March 21 will begin at 8 am in the Simches Center, Room 3.110 with a report from Robert Kingston, PhD, chief of Molecular Biology and chair of the Executive Committee on Research, followed by departmental reports from David Louis, MD, chief of Pathology; Jerrold Rosenbaum, chief of Psychiatry; Andrew Luster, MD, PhD, chief of the Rheumatology, Allergy and Immunology Division; and Bruce Rosen, MD, PhD, director of the Martinos Center for Biomedical Imaging. The afternoon session on "Next Generation Science at MGH" will feature panel discussions addressing strategic planning for research and the integration of research findings into clinical practice.

The full schedule of both days' events – open to all MGHers – is available on the intranet at *bit.ly/ZtIfqF.* ■

CLOSE EXAMINATON: Leveque and Padihershef

– Padi

(Continued from page 1)

members of Materials Management, Buildings and Grounds, and Police and Security, Padi was removed from his case. He was transported on a patient stretcher to the Imaging suites on Ellison and Blake 2 where he underwent full body X-ray and CT scanning.

Gupta explained why the mummy needed to undergo both types of scans. "Plain films, or X-rays, give us some insight into the condition Padi's bones are in. They can be directly compared with earlier studies, done in 1931 and 1976, which reported interrupted growth lines indicative of a severe childhood illness that resulted in stunted body growth," says Gupta. "The CT scans give us more detailed information about bones as well as the soft tissues in the body."

The many fine layers of scans are then assembled into 3-D representations of the mummy's body, both inside and out, allowing his ancient linen wrappings to remain undisturbed.

One immediate and unexpected finding from the images was the appearance of a broom handle embedded at the base of Padi's head running through his torso. Although Leveque said she thought it could be a stabilizer for his head, there are no records to indicate when the repair was done and by whom.

The conservation project, under the direction of the Paul S. Russell, MD Museum of History and Innovation, is scheduled to last several months, during which time the images will be assembled, read and interpreted for study. In addition, they will be sent to a forensic pathologist who, using software developed to help identify skeletal remains, will assemble the more than 20,000 sliced scans into a 3-D representation of what Padihershef looked like during his lifetime. Plans also are underway to conserve and clean Padi for preservation purposes. That process, which will take place over a period of three days in late spring, will be open to the public for observation. ■

03.08.13

MGH HOTLINE

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MGH named 'most admired'

MGH PRESIDENT PETER L. SLAVIN accepted an award honoring the hospital as the Readers' Choice Most Admired Health Care Company during the *Boston Business Journal's* 2013 Most Admired Companies, CEOs and Brands luncheon celebration on March 1. The publication named the MGH as one of three most admired health care companies in Massachusetts, along with Tufts Medical Center and Blue Cross Blue Shield. The hospital then garnered 65 percent of the record-breaking 14,444 votes cast during the Readers' Choice online poll. Boston Mayor Thomas M. Menino provided the keynote address during the awards ceremony, welcoming the 450 attendees to the event at the Sheraton Boston.

THE BBJ'S
2013
MOST ADMIRED
COMPANIES
CEOs & BRANDS

PHOTO COURTESY OF THE BOSTON BUSINESS JOURNAL

IN GENERAL

Joan W. Miller, MD, FARVO, chief of Ophthalmology at the MGH and Mass Eye and Ear, has been elected to Academia Ophthalmologica Internationalis (AOI), regarded as the most prestigious international academic organization in the field. Miller is only the second American woman to be elected into the organization in its 38-year history. "I'm very honored to be in the company of such an elite group of academicians, all of whom have dedicated their careers to shifting the landscape of eye health and treatment options," Miller says. "I'm excited to add my efforts to AOI's global mission to bring hope and sight to people around the world." Miller's inauguration will be held in Tokyo in April 2014.

Eng H. Lo, PhD, from the departments of Radiology and Neurology at the MGH, received the Thomas Willis Award for his contributions to stroke science. Thomas Willis was a 17th century Oxford scientist who mapped human brain anatomy and defined the network of brain blood vessels. Lo received the award at the International Stroke Conference held in early February, where he presented a lecture titled "Causation and Collaboration for Stroke Research."

Karon Konner, LICSW, a clinical director of the Social Service Department, will be honored as the 2012 National Social Worker of the Year by the National Association of Social Work during the organization's annual leadership meeting on April 11 in Washington, D.C. Konner will be recognized for her superb accomplishments in the practice of social work, for her outstanding leadership and for contributing to a positive image for the social work profession.

Time for Tea with the FAC

BRIGHTLY COLORED CUPCAKES and soothing tea provided respite for MassGeneral Hospital *for* Children (MGH*f*C) families, patients and staff on a blustery winter day. As a way to spread the word about the work of the MGH*f*C Family Advisory Council (FAC), the council hosted the Feb. 19 Tea Time event on the Neonatal and Pediatric Intensive Care Units. The council is made up of staff and family members of patients who work together to improve and promote family-centered care. "Being on the FAC gives me the opportunity to interact with different departments in the hospital that I wouldn't normally be able to," says council member Darcy Daniels. ■

RELAXATION AND RESPITE: From left, Lois Parker, RPh, pediatric pharmacist; Martha Belatchew, PICU operations associate; an MGH nursing student; Justine Tennant, RN; and Ashley Chandler, RN.

03.15.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The Ragon Institute moves to state-of-the-art facility in Cambridge

THE RAGON INSTITUTE OF MGH, MIT and Harvard announced the opening of a new state-of-the-art research facility in Cambridge. Through the generous philanthropic support of Phillip T. and Susan M. Ragon, the new facility takes on a dual mission: to contribute to the accelerated discovery of an HIV/AIDS vaccine and subsequently to establish itself as a world leader in the collaborative study of immunology to combat other infectious diseases.

While a virtual institute in some respects due to collaborations with scientists, physicians, investigators, mathematicians, engineers and medical institutes worldwide, the new physical "home" for the Ragon Institute is 400 Technology Square in Kendall Square. National health care leaders, including Anthony S. Fauci, MD, director of the National Institute of Allergy and Infectious Diseases, gathered March 11 at the site to tour and celebrate its dedication.

"This has been the most exhilarating period of my entire career," said Bruce Walker, MD, an MGH physician-investigator who is director of the Ragon Institute. "The people who we've met and the people who I want to acknowledge tonight are the scientists who are actually doing the work, the

(Continued on page 2)

MGH receives top honor for stroke patients' quality of care

THE MGH HAS RECEIVED a top honor from the Massachusetts Department of Public Health (DPH) for its commitment to improving its quality of care to stroke patients. The "2013 Stroke Collaborative Reaching for Excellence (SCORE) Defect-Free Care Award" recognizes the MGH for providing defect-free care to more than 80 percent of patients admitted with stroke over the course of a year.

"We are thrilled that the MGH has been ranked first among all 17 large volume hospitals in Massachusetts," says Lee Schwamm, MD, executive chair of Neurology and member of the Institute for Heart, Vascular and Stroke Care's directors' committee. "This recognition is a true testament to our ongoing commitment to improving stroke care and also serves to demonstrate the Institute's focus on advanced, integrated and patient-focused care."

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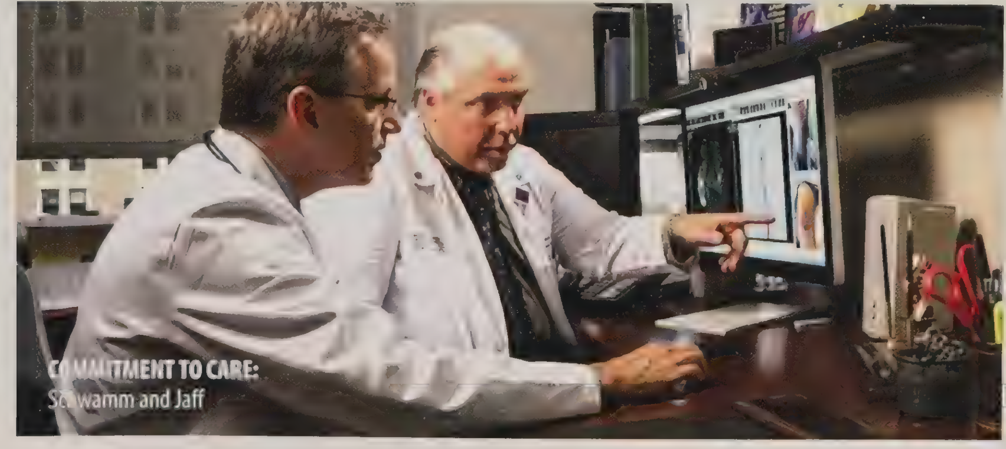

COMMITMENT TO CARE: Schwamm and Jaff

MGH Idol winner scores Nashville record deal

IN 2008, SCOTT HOOPER stood beneath the Bulfinch Tent, clutching a microphone and belting out the country song "Friends in Low Places," which resulted in him being crowned as the inaugural winner of MGH Idol – now called MGH Star Performer – the hospital's annual employee singing competition. Five years later, the project specialist in Information Systems is still crooning country tunes – however this time it is within a Nashville studio where he recently recorded an album titled "Giddy Up."

"After 20 years of performing country music and trying to break into the business – I got my lucky break," Hooper says of signing a deal with Lamon Records Nashville in October 2010. "All I could think of was, 'Is this real?' I saw that my name was really on the contract, but it just felt so strange."

Music always played a major role in Hooper's life, although it started out in the form of flattery. As a youth, he focused on impressions and had a repertoire of more than 50 different impersonations of his favorite artists. Later, he sang cover songs in several country and rock bands. But it was his passion for songwriting and a desire to turn those words into musical medleys that led Hooper to change his focus to becoming a country artist singing his own original material.

"It's been crazy," Hooper says of his recent whirlwind of traveling to Tennessee to record and film the song's videos. "It's just unbelievable. I have to say that it's been great that everyone here at MGH has been so supportive. My co-workers, friends, family, fans and especially my wife and kids, I just can't thank them enough. I couldn't do this without them and their support." ■

GONE COUNTRY: Hooper after winning the 2008 MGH Idol competition, left, and recording at Quad Studios Nashville.

— SCORE award

(Continued from page 1)

The MGH treated 516 out of 541 patients, or 95.4 percent, with all therapies for which they were eligible, as part of the SCORE's voluntary stroke registry and quality improvement initiative that reviews data from 57 hospitals statewide. To be considered "defect-free care," patients must receive all 10 medical management options for which they are eligible – including antithrombotic treatments, anticoagulation therapy, statin medications, education materials and counseling. The award recognizes care provided at the MGH from October 2011 through September 2012.

"We are committed to providing highly coordinated care for each and every patient, each and every day – and this wonderful achievement shows that we are doing just that for the 1,000 stroke patients we see on an annual basis," says Michael R. Jaff, DO, chair of the Institute and medical director of the Vascular Center. "We will remain dedicated to continuing our mission of advancing stroke care on a local, national and international level."

The MGH was a founding member of the SCORE program, which was formed in 2005 as a partnership among the DPH, the U.S. Centers for Disease Control and Prevention Paul Coverdell National Stroke Registry, and the American Heart/Stroke Association's Get with the Guidelines Stroke program.

The MGH will be presented with the SCORE defect-free care award during the DPH's Celebration of Success and Award Ceremony on June 19.

— Ragon Institute

(Continued from page 1)

people who have come from mathematics, physics, biology, life sciences and economics who are coming together with their different toolboxes to help work on this problem. We're not there yet – we have a long way to go, but we have a facility now that will allow us to go at a much quicker rate."

> **"In just four short years since the Ragons made their gift to support Bruce Walker's work, there are now dozens of new collaborations with scientists not previously involved with HIV work.**
>
> **— Peter L. Slavin, MD, MGH president**

The 75,000-square-foot facility includes a 2,240-square-foot biosafety level-3 (BL-3) laboratory, dedicated to critical research into tuberculosis – a disease that each year affects millions around the world, particularly in developing countries. The BL-3 facility features sophisticated equipment for imaging and sorting housed within the containment environment, opening new avenues of investigation previously unavailable to scientists in Greater Boston.

"In just four short years since the Ragons made their gift to support Bruce Walker's work, there are now dozens of new collaborations with scientists not previously involved with HIV work. These include physicists, mathematicians and engineers – all focused on finding a vaccine that will effectively combat the HIV/AIDS pandemic," said Peter L. Slavin, MD, MGH president.

Also housed in the new facility are the Mark and Lisa Schwartz Auditorium, which seats 175 individuals and has full media capabilities; 10 conference rooms; three floors of lab and office space; a vivarium for plants and animals; and grant administrator and office management offices. The Ragon Institute has been working closely with the city of Cambridge and the various regulatory agencies throughout the approval process and are hopeful that the facility will be commissioned and fully operational in the next several months.

For more information, visit *www.ragoninstitute.org.* ■

AS PART OF THE PARTNERS STRATEGIC INITIATIVE, *teams of experts from the MGH and other Partners affiliates are focusing on ways to improve the quality and efficiency of care. Since 2010, 15 multidisciplinary care redesign teams have been formed at the MGH to develop and implement recommendations for specific diseases and procedures. This is the latest of a continuing series of MGH Hotline articles highlighting the efforts of several of these teams.*

Communication is key for cardiac surgery team

THIS MAY MARKS the 60th anniversary of the first successful open-heart surgery performed by John Gibbon, MD, using cardiopulmonary bypass (CPB), also known as the heart-lung machine. Gibbon conceived of the idea for the machine while serving as a research fellow at the MGH in the early 1930s. Since that time, all complex cardiac surgery for both acquired and congenital heart disease has become common – with excellent results. Here at the MGH, more than 1,200 of these surgeries are performed on an annual basis.

However, despite its popularity and success in treating patients with heart disease, staff within MGH cardiac surgery knew there were still ways they could make improvements in their practice. Late last year, the Coronary Artery Bypass Graft Care Redesign team – made up of anesthesiologists, perfusionists and surgeons – formed a subgroup focused specifically on the practice of CPB. They began to investigate different ways they could strengthen not only how care was administered, but also how they could work more collaboratively on a daily basis.

"Our prime directive was the safety of our patients," says Thomas MacGillivray, MD, co-director of the Thoracic Aortic Center and surgical director of Mechanical Circulatory Support. "This project really was about the approach to care, rather than the care itself. We looked at this project as a way to try to make the process more uniform – mapping out best practices that would benefit all, and then making those the standard of care. We began to outline how we could promote better communication in the operation of CPB."

The end result is a thorough communication plan and a streamlined checklist for all staff to follow before, during and after each cardiac bypass procedure. "This was a key process where perfusionists drafted a series of guidelines to provide a framework for how each CPB procedure should look, how concerns and questions will be addressed and what the expectations are of the team," says Kenneth Shann, director of Perfusion Services. "While every patient's surgery and care plan is still managed independently, these guidelines provide a better way for everyone in the room to communicate."

> **"While every patient's surgery and care plan is still managed independently, these guidelines provide a better way for everyone in the room to communicate."**
>
> **— Kenneth Shann, director of Perfusion Services**

With a continued focus on strengthening communication, the team also recently implemented an interdisciplinary preoperative briefing for each surgical patient. The new process includes an outline to guide discussion regarding each aspect of the surgical, anesthesia and perfusion procedures. "The purpose of the briefing is to develop a patient-specific care plan by facilitating an effective exchange of information between all members of the operative team," Shann says. "We expect this communication will minimize interruptions in workflow and enhance the safety and quality of care."

While the new care redesign implementations are still in their early stages, staff agree they have already seen positive changes, including a greater sense of connection between colleagues. "What makes the MGH great is that we take unusual problems and treat them in a unique way," MacGillivray says. "The team was very driven from the start of this project and we had the mindset that this was going to have us go from great to greater in making the system stronger. Everybody here is a professional whose training and experience is essential to the management of our patients. This process has only strengthened our team. We can proudly say that we provide the best care anywhere for patients who need heart surgery." ■

Weight gain after quitting smoking does not negate health benefits

A RECENT MGH STUDY ANALYSIS may have answered a question that has troubled individuals considering stopping smoking: do the health effects of any weight gained after quitting outweigh the known cardiovascular benefits of smoking cessation? The report in the March 13 issue of *The Journal of the American Medical Association (JAMA)* concludes that the benefits of stopping smoking far exceed any weight gain-associated risk. The analysis of data stems from the Framingham Offspring Study – a long-term study that follows children of participants in the original Framingham Heart Study, which identified common factors or characteristics that contribute to cardiovascular disease.

"Among people without diabetes, those who stopped smoking had a 50 percent reduction in the risk for

(Continued on page 4)

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IMAGING LEADER: From left, Javier Romero, MD, associate director of the newly renamed R. H. Ackerman Neurovascular Lab and director of Ultrasound; Ackerman; and R. Gilberto Gonzalez, director of Neurological Imaging

MGH Imaging honors pioneer

THE MGH IMAGING DEPARTMENT recently honored Robert H. Ackerman, MD, MPH, director emeritus of the MGH Neurovascular Laboratory, for his work as a pioneer in stroke imaging and prevention. In a March 8 ceremony, it was announced that the lab will now be known as the R. H. Ackerman Neurovascular Lab. Founded by Ackerman in 1974 as the first consultative noninvasive neurovascular lab in the country, it has been dedicated to using ultrasound to understand blood flow to the brain to identify patients at risk or who have experienced stroke. Ackerman served as its director until 2001. ■

—*Weight gain after quitting smoking*

(Continued from page 3)

heart attack, stroke or cardiovascular death, and accounting for any weight increase didn't change that risk reduction," says James Meigs, MD, MPH, of the MGH General Medicine Unit, and senior author of the *JAMA* report. "In patients with diabetes – among whom weight gain is a particular concern – we saw the same pattern of a large risk reduction regardless of weight gained."

No study has previously investigated whether smoking-cessation-associated weight gain increases the risk of cardiovascular disease. One did look at the effects on risk factors such as blood pressure and lipid levels, but none has analyzed the actual occurrence of cardiovascular events. Participants in the Framingham Offspring Study, which began in 1971, have a comprehensive medical exam and history taken every four to six years. The current investigation analyzed data from participant visits conducted from the mid-1980s into the mid-2000s, which covered the third to eighth visits for the overall study. The number of participants in each exam cycle ranged from almost 2,400 to about 3,250, totaling 11,148 individual exams.

Based on information gathered at each exam, participants were categorized as never smokers, current smokers, recent quitters (who had stopped smoking since their last exam) and long-term quitters. At the third study visit, 31 percent of participants were current smokers, and by the eighth visit only 13 percent continued to smoke. A general trend toward weight gain was seen across all study participants. Smokers, never smokers, and long-term quitters gained an average of 1 to 2 pounds between study visits, while recent quitters had gained an average of 5 to 10 pounds since their previous visit. But no matter how much weight they gained, the risk of cardiovascular events in the six years after quitting decreased by half for participants without diabetes. A similar drop in the incidence of cardiovascular events was seen in participants with diabetes, but it did not reach statistical significance, probably because less than 15 percent of the overall group was known to have the disease.

"We now can say without question that stopping smoking has a very positive effect on cardiovascular risk for patients with and without diabetes, even if they experience the moderate weight gain seen in this study, which matches post-cessation weight increase reported in other studies," says Meigs.

IN GENERAL

The National Board of Trustees at the March of Dimes Foundation has awarded two MGHers with $150,000 Basil O'Connor Starter Scholar Research Award grants. **Michael Talkowski, PHD,** of the Center for Human Genetic Research, will use the award to conduct research on "Convergent Genomic Profiling of Chromosomal Abnormalities During Fetal Development." **Michael Choi, MD,** of the Gastrointestinal Unit, will conduct research on "Novel Function of MicroRNAs in Endoderm Induction."

Gov. Deval Patrick recently honored six MGH physicians with a special citation for their outstanding work at the MGH, their humanitarian work in helping those in need and their commitment as physicians to people in the Commonwealth of Massachusetts. The Friends of Sister Plante requested citations for the following doctors: **Janet Hall, MD,** physician in the Reproductive Endocrine Unit of the Department of Medicine; **Amy Spooner, MD,** a staff physician in the Cardiology Division; **Fiona Gibbons, MD,** a physician in the Pulmonary and Critical Care Unit; **Michael Watkins, MD,** an associate visiting surgeon in Vascular Surgery and Vascular Surgery Research; **Raymond Malcolm Smith, MD,** chief of Orthopædic Trauma Service; and **Olga Smulders-Meyer, MD,** a primary care physician at the Women's Health Associates.

03.22.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Anniversary of a promise

Former MGHfC patient joins MGH Boston Marathon team

WHEN SHE CROSSES THE FINISH LINE as a member of the 2013 Mass General Boston Marathon Team on April 15, Lindsey Beggan's life will have come full circle. It was 15 years ago, on the day of the team's first marathon, that Beggan was diagnosed with Ewing's sarcoma, a rare bone disease. It also was the day her father made her a promise. "My dad said, 'You're going to fight this cancer, and I'm going to run the marathon and we're going to cross the finish line together,'" Lindsey says.

At 10 years old, Lindsey couldn't imagine her father running a marathon. Paul Beggan was athletic, but he rarely ran more than five miles.

"Dr. Howard Weinstein said he didn't think it was a good idea," recalls Paul of Medfield, Mass. Weinstein, chief of Hematology and Oncology at MassGeneral Hospital *for* Children (MGH*f*C) and the marathon team's founder, was Lindsey's doctor at the time. Lindsey faced a year of intensive treatments, and her parents also had three younger daughters to care for. Weinstein, himself a marathon runner, knew training took time that Paul Beggan might not have.

"Looking back I can't even imagine how we got through it," Paul says. He and his wife Melinda would take turns staying at the hospital with Lindsey or caring for their other children at home. When it was his turn to stay with Lindsey, Paul would wake early and run along the Charles River.

(Continued on page 2)

FULL CIRCLE: Paul and Lindsey Beggan

Raising awareness of traumatic brain injury

ONE MOMENT TOM KEARNEY was walking along busy Oxford Street in London, England – the next he was laying on the pavement with a cracked skull, collapsed lungs and blood streaming from his ears and mouth. It was Dec. 18, 2009, and the businessman and Harvard University graduate had just been struck by a 16-ton bus – the impact projecting him 20 feet down the street and leaving him in a near-death coma.

Kearney is one of an estimated 1.7 million people throughout the world diagnosed annually with a traumatic brain injury (TBI). While many

(Continued on page 3)

A TEAM EFFORT: From left, Edlow, Hirschberg, Guiller and Kearney

Hodin named to new position

THE MGH DEPARTMENT OF SURGERY has announced that Richard Hodin, MD, has been appointed as chief for Academic Affairs. In his new role, Hodin – who also will continue in his roles as chief of Endocrine Surgery and surgical director of the MGH Crohn's and Colitis Center – will be actively involved in faculty development and academic promotions and will join the leadership of the department on the Chiefs' Council.

HODIN

A main focus of this new position will be to create a mentorship program aimed at connecting senior faculty with junior members of the department. "This new program will play an important role in helping our faculty advance and achieve higher levels of visibility in their fields," says Keith Lillemoe, MD, chief of the Department of Surgery. "This role nicely complements the work that Rich has done for a number of years in advising surgical residents and coordinating research activities within the department."

Hodin says he is thrilled to be part of this new endeavor. "For me, this is a great opportunity to continue doing something I've always loved. I especially enjoy helping young people advance in their careers and am particularly looking forward to developing a comprehensive mentorship program."

Blood Transfusion Service plans for temporary relocation to White 12

THE MGH Blood Transfusion Service (BTS) will temporarily relocate its operations to the 12th floor of the White Building on April 1 while its current location in the Jackson Building undergoes renovations. The BTS is a full-service department that consists of the Blood Donor Center, the Outpatient Infusion Unit, the Stem Cell Collection Center, the Photopheresis Unit and the Therapeutic Apheresis Unit, the Transfusion Service and the Histocompatibility Laboratory – all of which are relocating during the renovation.

The BTS provides a number of essential services – including stem cell collections, therapeutic phlebotomies, transfusions, infusions and iron injections – for a wide range of patients. For more information, call (617) 726-8164. ■

NEW HOME: BTS staff members are gearing up for their temporary relocation to White 12.

— *Marathon*

(Continued from page 1)

Lindsey remembers that on some Sundays he'd disappear for hours. "I would ask, 'Where were you?' and he'd say, 'I was running,'" she says. "I thought, 'That took so long! Wow, that's a lot of time – it must be hard.' But at 10 years old you don't really understand running 26 miles and what it actually takes."

Paul says despite her difficult treatments and hospitalizations, Lindsey inspired him to keep running. She refused to let cancer hold her back, missing only 20 days of school despite spending 100 days in the hospital. She insisted on playing on her soccer team and skiing in the winter. "She kind of put blinders on and said, 'I'm going to deal with this and I'm going to do it,'" he says. "She just wanted to do everything she had been doing. She was a big inspiration."

BIGGEST FAN: Lindsey at the Boston Marathon in 1999

In April 1999, not long after her final treatment, Lindsey watched her dad run his first marathon – the one he dedicated to her. That year, she wasn't able to cross the finish line with him as they originally hoped, but determined to make that happen, Paul joined the Mass General Marathon team in 2000 and 2001. In 2001, John Hancock Financial, the team's sponsor, arranged for Lindsey to run the last quarter mile with her dad. The moment was both memorable and overwhelming for father and daughter. And it is one they will both recall during next month's Marathon Monday when Lindsey dons the Mass General team jersey for the first time and hits the pavement.

"I always wanted to run the marathon," Lindsey says. "I thought it was so cool that my dad did it, but I've been kind of scared to run. This year I was like, 'You know what? If I can get through that, I want to raise money to help.' It's been 15 years since I was diagnosed, so I thought it would be a good time to do it."

Although Lindsey moved to San Francisco two years ago, she still includes her dad in her training routine by calling or texting him after her long runs as well as turning to him for tips and advice. They're both looking forward to seeing each other at mile marker 20, where the team's family members camp out. And Lindsey hopes her dad will find a way to run across the finish line with her.

"It'll be pretty emotional – it's coming full circle," Lindsey says.

For more information, visit *https://give.massgeneral.org/marathon.* ■

MGHfC hosts fifth annual Research Day

FOR MASSGENERAL HOSPITAL *FOR* CHILDREN Physician-in-Chief Ronald Kleinman, MD, the highlight of the fifth annual MGH*f*C Research Day was the thought-provoking conversations he had with pediatric researchers. "It's really remarkable how integrated our research is within a set of highly diverse themes," says Kleinman. "That tells me we are really coming together as a research community here and helping each other to grow."

OUTSTANDING ABSTRACTS: From left, Palakshappa, Kleinman, Acharyal and Moschovis

During the March 20 event in the O'Keeffe Auditorium, members of the MGH*f*C Research Council selected three outstanding posters from the 38 submitted by pediatric researchers. The lead authors were honored with travel awards to attend national meetings. They are: Mridu Acharyal, PhD, a research fellow in the Program of Developmental Immunology, for "αv Integrins Use Autophagy Machinery to Modulate Specific B Cell Immune Responses"; Peter P. Moschovis, MD, MPH, an MGH Pulmonary and Critical Care Medicine and Pediatric Global Health fellow, for "Household Air Pollution and Risk of Childhood Pneumonia Death in Low and Middle Income Countries"; and Deepak Palakshappa, MD, of Pediatric Medical Services, for "Communication Discrepancies Between Pediatric Residents and Attendings: A Supervision Dilemma for Residency Training."

"I am grateful to the Research Council for having another fantastic research symposium," said Palakshappa. "It was a wonderful opportunity to hear about the exciting projects that are talking place at MGH*f*C, and I am honored that they chose our project as one of the winners for the travel award. Improving resident-faculty communication is a project that I am really excited about, and I was thrilled to hear so many others are as well."

Keynote speaker Stephanie Seminara, MD, FACP, of the MGH Reproductive Endocrine Unit, gave a talk, "Exome Sequencing Solves a 100-Year-Old Mystery," describing her studies of the genes that modulate the timing of sexual maturation.

Other speakers included Ryan Carroll, MD, MPH, of the Pediatric Intensive Care Unit, who discussed his work as the principal investigator of a study called "Evaluation of the Efficacy and Safety of Inhaled Nitric Oxide as Adjunctive Treatment for Cerebral Malaria," which combines critical care with translational research in tropical medicine; Kim Francis, PhD, RN, PHCNS-BC, a neonatal clinical nurse specialist, presented "The Preterm Infant's Behavioral Pain Response," outlining ways to assess pain response in extremely premature infants; and Takara Stanley, MD, of the Pediatric Endocrine Unit, whose work on the "Effects of Growth Hormone Augmentation on Visceral Fat and Metabolic Risk in HIV Infection" investigates the abnormal body fat distribution, including visceral fat accumulation and peripheral fat atrophy, seen in patients treated for HIV infection. ■

— Traumatic brain injury

(Continued from page 1)

are mild forms, such as concussions, others, like Kearney's, are much more severe. Kearney spent two weeks in the coma as doctors treated his extensive head and chest injuries before embarking on a nearly two-year road to recovery – a journey he shared during the March 12 "Traumatic Brain Injury Awareness Scientific Symposium" in the O'Keeffe Auditorium.

Hosted by the MGH Neuroscience Intensive Care Unit and the Maxwell and Eleanor Blum Patient and Family Learning Center, the event was held in recognition of Brain Injury Awareness Month. Other events included a poster session, information table in the White Lobby and a scientific panel discussion which featured insights from Ronald Hirschberg, MD, physiatrist at the MGH and Spaulding Rehabilitation Hospital; Brian Edlow, MD, a neurocritical care fellow; and Yelena Guller, PhD, a neuropsychology fellow at Spaulding Rehabilitation Hospital.

"Recovery from TBI is something that we are only just beginning to understand," said Jonathan Rosand, MD, MSc, medical director of the Neuroscience Intensive Care Unit and chief of Neurocritical Care and Emergency Neurology. "But it is clear that recovery from TBI is a team effort."

The key to advancing the care of patients with TBI is multifaceted, but two main components are in-depth research and creating a systematic approach and assessment during the rehabilitation process. "Every patient is built uniquely, but a structured and a standardized approach is key as we move forward in studying TBI," said Hirschberg. "Awareness is also extremely important. This is really a neglected community of people who don't have the resources that they should."

Edlow provided an overview of the extensive MGH research studies now underway, including his efforts to advance neuroimaging techniques to help explain why and how patients regain consciousness following a TBI. Edlow said his efforts also are focused on a new Center for Integration of Medicine and Innovative Technology grant for a Traumatic Coma Response Study, which will test whether advanced imaging biomarkers can help predict this recovery of consciousness in patients admitted to the MGH with traumatic coma.

"This will enable us to better understand the pathology and enable us to better treat patients with TBI in the future," Edlow said. "Through several national consortia, MGH and Spaulding are partnering with other leading academic centers around the country to understand the biological mechanisms underlying recovery from TBI and exploit those mechanisms to develop successful interventions for TBI survivors from all over the world."

03.22.13

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IN GENERAL

Several MGHers were honored during the Harvard Medical School Office for Diversity Inclusion and Community Partnership 2012-2013 Excellence in Mentoring Awards Ceremony. **Joseph Avruch, MD,** chief of the Diabetes Unit, received a William Silen Lifetime Achievement in Mentoring Award; **Timothy Ferris, MD, MPH,** medical director of the MGPO, and **Harald Paganetti, PHD,** assistant biophysicist of Radiation Oncology/Radiation Biophysics, received an A. Clifford Barger Excellence in Mentoring Award; and **Ingrid Bassett, MD, MPH,** physician in the Infectious Disease unit, and **Biju Parekkadan, PHD,** of the Center for Engineering in Medicine, received a Young Mentor Award.

Nicte Mejia-Gonzalez, MD, a physician in the MGH Neurology Department, has been awarded the 2013 Harold Amos Faculty Diversity Award, established to recognized Harvard Medical School faculty who have made significant achievements toward being a diverse and inclusive community. Mejia-Gonzalez will be recognized at the Howard, Dorsey, Still Lecture and Awards Ceremony April 10.

An ancient tradition observed

THE MGH CHAPLAINCY hosted a special ceremony March 21 in the MGH Chapel to observe Passover, which begins March 25 and ends April 2, and commemorates the emancipation of the ancient Hebrews from enslavement in ancient Egypt.

"During Passover, any form of chametz – or leavened food product – is forbidden for Jews to eat or even to own, in memory of the haste in which the Jews left Egypt, without waiting for their bread to rise," said Rabbi Ben Lanckton. "Jews avoid owning chametz by eating it up or giving it away to the poor. If they own too much of a particular food to do either of these, they can sell it, completely but temporarily."

INTERFAITH COOPERATION!
Kearns, at left, and Lanckton

For the mechirat chametz ceremony – or the sale of the chametz – the rabbi of the Jewish community sells each Jewish household's chametz to a non-Jew on behalf of the community. The rabbi then meets with the non-Jewish buyer and two Jewish witnesses. The buyer makes a down payment for all of the community's chametz – but the chametz remains in each Jewish owner's home. At any given time during Passover, the non-Jewish buyer may come to the Jewish owner's home and take the chametz. Once Passover has ended, the buyer sells the chametz back to the owners, though the buyer is under no obligation to do so, and the Rabbi pays the buyer $1 in addition to the down payment, to show the Jewish community's gratitude for the buyer's service.

During the MGH ceremony, the Rev. John Kearns served as the non-Jewish buyer of chametz. "This ceremony highlights how mechirat chametz is an excellent example of interfaith cooperation," Lanckton said. "It shows the Jewish community's trust in or reliance on the non-Jewish community." ■

MGHers provide outreach in Middle East

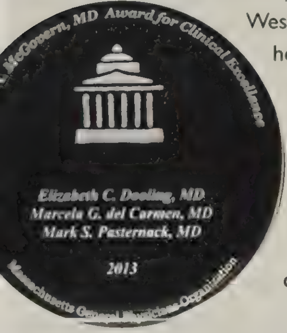
LARRY RONAN, MD, director of the Thomas S. Durant Fellowship in Refugee Medicine in the MGH Center for Global Health, spent five days in early February working in the Zaatari refugee camp on the Syrian/Jordanian border. The camp, which opened in July 2012, is estimated to be home to more than 100,000 Syrians who have fled from the civil war within their country. Ronan – seen here at far left discussing refugee evacuation with a member of the Jordanian Health Aid Society – has traveled to Jordan several times, but this was his first visit to the Syrian border. While there, he spent time meeting with officials to determine how the MGH could best help in the crisis. Currently, Grace Deveney, RN, MPH, of the Development Office, is at the camp working with the refugee population during a three-week period as part of her Durant fellowship. The fellowship program was created in honor of the late Thomas S. Durant, MD, the former MGH associate general director, who was known as a compassionate humanitarian dedicated to providing outreach and care to victims of war and disasters. ■

03.29.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGPO honors physicians with Brian A. McGovern, MD, awards


McGovern, MD Award for Clinical Excellence
Elizabeth C. Dooling, MD
Marcela G. del Carmen, MD
Mark S. Pasternack, MD
2013
Massachusetts General Physicians Organization

THE RECIPIENTS OF THE Brian A. McGovern, MD, Award for Clinical Excellence were announced March 23 at the MGPO annual Physician Recognition Dinner at the Westin Boston Waterfront Hotel. The three honorees were selected from among 95 MGPO physicians nominated for their dedication, patient-centered care and clinical excellence. The award was created by the MGPO and is presented every 18 months to honor McGovern, a well-loved MGH cardiologist, who died in 2003.

This year's award winners are: Marcela del Carmen, MD, gynecologic oncologist of the MGH Vincent Department of Obstetrics and Gynecology; Elizabeth Dooling, MD, a physician in the Department of Neurology and the MassGeneral Hospital *for* Children (MGH*f*C); and Mark Pasternack, MD, unit chief of the MGH*f*C Pediatric Infectious Disease Program. Through the generosity of the Ira and Jacquie Stepanian Recognition Endowment of Excellence, this year's winners will receive a stipend.

During the recognition ceremony, colleagues read excerpts from the honorees' nominations.

Del Carmen was recognized as an unsung hero, a gifted surgeon, a natural leader and a physician who is adored by her patients. "She is the 'go-to' doctor for difficult cases, both oncologic and those that are medically or surgically complicated," said Ellen Tracy, MD, MPH, in the MGH Vincent Department of Obstetrics and Gynecology. "She and I worked together to help a patient who was quite difficult to reach, had a lot of fears about the medical system, and who was desperately in need of a surgical treatment. She did not give up and was there for the patient – and for me – through numerous cancellations by our patient. I would entrust her

(Continued on page 2)

COMPASSIONATE CARETAKERS:
From left, del Carmen, Dooling and Pasternack

Science takes center stage

SCIENCE EXPLAINED:
Olive Mwizerwa, center, of the Center for Regenerative Medicine describes her prize-winning poster on the development of engineered muscle tissue to repair facial injuries.

"THIS IS ONE OF MY favorite days of the year," said Robert Kingston, PhD, chief of MGH Molecular Biology and chair of the Executive Committee on Research (ECOR) in his welcome address at the March 20 Celebration of Science event, held in conjunction with the 66th annual meeting of the hospital's Scientific Advisory Committee (SAC). In their introductory remarks both he and MGH President Peter L. Slavin, MD, noted how the committee's guidance over the years has led to advances ranging from the hospital's first building dedicated to research to the establishment of the Office for Research Careers Development. Many of the issues discussed during the two-day meeting – particularly the need to provide financial support not tied to external funding – reflected consistent themes that SAC has addressed over the years, Kingston noted.

The celebration kicked off with the annual SAC poster session highlighting 210 studies by MGH investigators, 12 of which were named "posters of distinction." The complete poster session book can be viewed at *http://bit.ly/Xd2Raq*. The scientific session began with presentations by the winners of the hospital's annual research awards:

- Leigh Hochberg, MD, PhD, of MGH Neurology, received the Joseph Martin Prize for Basic Research for a May 17 *Nature* paper describing his collaboration with investigators at other institutions to develop a system allowing people with paralysis to control – with their thoughts alone – devices ranging from a computer cursor to a robotic arm, via a small device implanted into their brains. Hochberg's presentation featured a video showing a woman paralyzed by a stroke using the system to lift coffee to her mouth and take a drink for the first time in 14 years.

(Continued on page 2)

— Celebrating science

(Continued from page 1)

- Michael Talkowski, PhD, of the Center for Human Genetic Research, received the Martin Prize for Clinical Research for his April 27 *Cell* paper identifying 33 genes associated with autism spectrum disorders using a new way to pinpoint hard-to-find chromosomal abnormalities. The approach his team developed has been used to accurately diagnose gene disruptions underlying some prenatally detected structural abnormalities and to give parents and caregivers information critical to decision making.
- David Langenau, PhD, of MGH Pathology and the Center for Cancer Research, received the Howard Goodman Award for his work using zebrafish to identify mechanisms of relapse in T-cell acute lymphocytic leukemia. Members of his team, particularly Jessica Blackburn, PhD, have found large numbers of leukemia-initiating cells in these cancers and identified one of the molecular pathways involved. The Goodman award will allow them to investigate drugs that may inhibit this pathway and offer a new therapeutic option.

After Kingston's announcement of the 2013 MGH Research Scholars *(see sidebar at right)* the scientific keynote talks were given by two of the 2012 Research Scholars. Galit Alter, PhD, of MGH Medicine and the Ragon Institute, described her investigations into the functions of different classes of antibodies and how the immune system "tunes" the antibody response to particular pathogens, including HIV. Nir Hacohen, PhD, of MGH Medicine and the Center for Immunology and Inflammatory Disease, discussed how the immune system responds when it senses damaged DNA and how breakdowns in that system may be involved in inflammation, cancer and aging.

The March 21 SAC meeting began with the annual ECOR report from Kingston, followed by departmental research reports from David Louis, MD, chief of Pathology; Jerrold Rosenbaum, MD, chief of Psychiatry; Andrew Luster, MD, PhD, chief of the Division of Rheumatology, Allergy and Immunology; and Bruce Rosen, MD, PhD, director of the Martinos Center for Biomedical Imaging.

The afternoon session, entitled "Next Generation Science at MGH," featured members of two strategic planning workgroups. Harry Orf, PhD, senior vice president for Research, led the Research Strategic Planning Workgroup's presentation, which focused on the potential establishment of a virtual MGH Research Institute. Andrea Paciello, executive director of Radiation Oncology, led a panel from the Research-Clinical Integration Workgroup that discussed the need to improve collaboration with industry and with other academic and scientific institutions, to engage more patients and clinicians in research, and to attracting more junior faculty into careers in translational research.

Kingston says, "The SAC members were very impressed with the breadth of excellent research that they saw presented, as were all of us on ECOR and in hospital leadership. As always, we appreciate their valuable guidance in helping us meet the challenges facing everyone in the academic research community." ■

2013 MGH Research Scholars

ESTABLISHED IN 2011 by ECOR and the MGH Research Advisory Council, the MGH Research Scholars program provides five years of unrestricted funding to give innovative investigators the flexibility to pursue projects that may lead in unexpected directions. Supported by philanthropic gifts, the program expanded from the first group of five recipients to eight scholars in 2012. The nine 2013 MGH Research Scholars, chosen from 81 applicants, are:

- Lynda Stuart, MD, PhD, Department of Pediatrics
- Jose Florez, MD, PhD, Diabetes Unit/Center for Human Genetic Research
- Dimitri Krainc, MD, PhD, Department of Neurology
- Raymond Chung, MD, PhD, Gastroenterology Unit
- Susan Slaugenhaupt, PhD, Department of Neurology/Center for Human Genetic Research,
- Marcus Altfeld, MD, PhD, Division of Infectious Disease/Ragon Institute
- Robert Gerszten, MD, MGH Corrigan Minehan Heart Center/Cardiovascular Research Center
- Sydney Cash, MD, PhD, Department of Neurology
- Sekar Kathiresan, MD, MGH Corrigan Minehan Heart Center/Center for Human Genetic Research

In announcing the 2013 scholars at the March 20 Celebration of Science, Robert Kingston, PhD, chief of Molecular Biology and chair of ECOR, noted that several earlier recipients have gone on to receive major grants from the National Institutes of Health and other funders and indicated that the program's goal is to expand by 10 scholars each year, for a total of 50 in the program at a time.

Information about the MGH Research Scholars program is available at *http://bit.ly/10jfFZr.*

— McGovern awards

(Continued from page 1)

to care for my mother, my sister, my friends and anyone I hold dear. If I myself were to develop gynecologic cancer, she would be the first doctor I would call."

Ann Neumeyer, MD, medical director of the Lurie Center for Autism, honored Dooling, noting she is known for her calm, measured, reassuring approach to families and patients, and for her strong work ethic. "Families, trainees, colleagues, secretaries – everyone knows that she never turns anyone away. No triage request, no interruption for advice, no telephone call is ever brushed aside. If there is a patient who needs to be seen and everyone's schedule is full, she sees that patient," Neumeyer said. "If you happen to be a parent of a neurologically-challenged child, and you feel lost in this world and don't know exactly where to turn, then you must turn to her office where the most considerate, conscientious and compassionate caretaker that has ever graced this green earth awaits you with open arms."

Pasternack was acknowledged for his dedication to his patients and for being a top-notch role model to other physicians. "He is a wonderful doctor who is quiet, reserved and an expert in his field – much like Dr. McGovern was," said Tim Ferris, MD, medical director of the MGPO. "He's thoughtful and respectful of everyone. You would never know his caseload is high; he always has time. Throughout the day every patient, every student, every trainee will feel they are the center of his attention and will be treated with compassion, grace, intelligence and humor. I know this from watching him up close for over two decades and from being one of those patients myself. We have a real treasure in our midst and this award is a most fitting tribute to a very humble individual."

Berwick calls for MGH to lead in health care reform efforts

"THE MORAL TEST OF GOVERNMENT is how it treats those who are in the dawn of life, the children; those who are in the twilight of life, the aged; and those who are in the shadows of life, the sick, the needy and the handicapped."

A CRITICAL ROLE: From left, Susan Edgman-Levitan, executive director of the Stoeckle Center; Bill Kormos, MD, education director of the Stoeckle Center; Berwick; Michael Barry, MD, medical director of the Stoeckle Center; and the late Dr. Sandler's wife, Mary Haskell.

It was this famous quote from former Vice President Hubert Humphrey that convinced Donald Berwick, MD, to accept President Barack Obama's appointment as administrator of the Centers for Medicare and Medicaid Services (CMS) in 2010. He served in the role until stepping down in December 2011. On March 21, Berwick returned to the MGH – where he trained years ago – to deliver the Allan Sandler Visiting Scholar Lecture at the Department of Medicine Grand Rounds. The annual event was established in honor of Sandler, who practiced internal medicine at the MGH for more than 40 years.

During his presentation, "Clinical Leadership of Health Care Reform: The Opportunity Now," Berwick addressed the standing-room-only crowd in the O'Keeffe Auditorium to speak about his experiences in Washington, emphasizing the critical role academic leaders play in reforming the American medical system. Berwick encouraged those in attendance to continue to focus on population health, prevention and chronic disease management in this new era of health care reform, a recommendation that mirrors the MGH mission of "improving the health and well-being of the diverse communities it serves."

As administrator of CMS, Berwick said he embraced his charge to "not run CMS, but to change it." He used a "Triple Aim" strategy – improving the patient experience of care, improving the health of populations and reducing cost — to achieve "Obamacare" goals of making health care a human right, expanding coverage for all and helping health care become coordinated and comprehensive. "You don't get better at something unless you decide to make it better ... every improvement requires change," he said.

Berwick has traveled extensively throughout the U.S., visiting the MGH and other innovative health care organizations that are testing new ways of delivering care, implementing changes and working to improve care in their communities – all with great success. He showed examples of systems in which innovations are producing new results – from Project Echo in New Mexico, to the South Central Foundation in Anchorage, Alaska, which provides care to the Alaskan Native Americans.

Recognizing both the challenges and the potential of transition, Berwick said the MGH is at a crossroads: the hospital can be afraid of change and become obsolete, or deal with

(Continued on page 4)

MGHers take steps to advance careers

JANICE MAENPAA knew she wanted to be a nurse since she was a little girl. On some Sundays after church, she would visit her grandmother who was being cared for at the MGH and dream about her future career. But as she grew older, doubts about the finances required to pay for college and uncertainties of whether she'd have the stamina to handle the rigors of classes nearly derailed her hopes of attaining her childhood dream. On a whim, however, she enrolled in a biology class and immediately her concerns were quieted.

Maenpaa, now an RN, has been a staff nurse in Pediatrics on Ellison 17 for the past 16 years and has continued to advance her education. Next month, she will graduate with her master's degree from Regis College in Weston, thanks to support from the MGH. Maenpaa, who started her career at the MGH as a nursing assistant, shared her experiences during the March 21 MGH Training and Workforce Development Office's "Taking the First Step" workshop, part of its annual "Steps to Success" series. "The support is astronomical. I'm not going to retire. I am going to stay here at Mass General until they tell me don't come back anymore," Maenpaa joked. "I think everyone should go to school. Sleep is overrated."

The session highlighted the varied workforce development resources available to MGH staff – including college preparation and time management classes, financial assistance, career information meetings and self-assessment tools to help outline future goals. "Janice is one of the many MGH employees who have 'taken the first step' and beyond to realize their career aspirations," said Carlyene Prince-Erickson, director of MGH Training and Workforce Development. "Her inspirational story is one example of how employees can utilize the programs and services through the Training and Workforce Development Office to help advance their careers at the MGH. We're a resource to both employees and managers to help employees make informed decisions about their careers."

The "Steps to Success" series will continue with the Financial Assistance workshop April 25 from noon to 1 pm in the Thier Conference Room and the annual MGH Higher Education Fair May 23 from noon to 3 pm in the Bulfinch Tent. Representatives from more than 15 institutions will be available to discuss program options, including nursing, research administration, inpatient coding, health care policy and administration.

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Raising awareness for MGH LGBT community

MEMBERS OF THE MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group hosted an information table March 27 in the White Corridor in honor of National LGBT Health Awareness Week, which runs March 26 through March 30. Resources for staff, patients and visitors were available, and group members also handed out rainbow ribbons to promote awareness and celebrate the "Come Out for Health" event. "We hope people stopping at the tables learn what's available at MGH for the LGBT community and also raise awareness about our organization," said the group's public relations coordinator Jared Ruckman, a clinical engineer in the MGH Department of Biomedical Engineering.

PROMOTING AWARENESS: MGH LGBT Employee Resource Group members

The LGBT group was formed in 2008 and has since grown to include more than 250 employees. Its members are dedicated to educating staff about the unique health care issues members of the LGBT community face, and working to ensure the MGH is safe, welcoming and inclusive of these patients. "We also are working on several LGBT-friendly initiatives with the help of Human Resources," said chairman Kevin Knoblock, NP, in the Gastrointestinal Unit.

For more information about the LGBT Employee Resource Group, visit *http://www.massgeneral.org/lgbt/* or email *LGBTmgh@partners.org.* ■

— *Berwick*

(Continued from page 3)

change with the same courage and leadership it has used to successfully tackle many clinical and technological challenges of the past. Berwick warned against the former, highlighting the consequences of inaction – which include added burden on individuals; cutbacks in coverage; deterioration of schools, roads and wages; more restrictive public programs; and less generous private insurance.

Berwick said he is optimistic, and offered some principles to guide transformation at the MGH: put the patient first, protect the disadvantaged, start improvements at scale, return the money back to the payers and act locally. He reminded clinicians that they are guests in the lives of their patients, and emphasized that patients and families must be invited as partners in care design, process improvement activities and the governance system.

"There has never before been a better time, or more important role, for health care professionals to lead the reform and improvement of American health care as a system," Berwick said. ■

A slam dunk for the Lurie Center

THE LURIE CENTER FOR AUTISM at the MGH and MassGeneral Hospital *for* Children was one of the beneficiaries of the 14th annual Full Court Charity Challenge March 16 at Basketball City in Boston. Created and organized by Bob Forlenza, a Lurie Center Leadership Council member, the tournament has raised more than $2 million since its inception to support organizations serving children and adults with autism. At the Lurie Center, the funds aid the clinic's patient and family support initiatives. Some 250 basketball enthusiasts participated in the round robin competition. For more information about the Lurie Center, visit *www.luriecenter.com.*

CHAMPIONS FOR A CAUSE: Forlenza, third from left, congratulates the MacJizzy team, the reigning champions in the annual event's open division.

04.05.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership changes at the Transplantation Biology Research Center

AFTER MORE THAN two decades of leading the MGH Transplantation Biology Research Center (TBRC), David H. Sachs, MD, is stepping down from his role as director. He will remain, however, an active member of the team as scientific director. Joren C. Madsen, MD, DPhil, and Laurence Turka, MD, have been named co-directors of the center.

Sachs established the TBRC in 1991, and it since has grown into a 50-person group of researchers and physicians who collaborate across disciplines to advance the science of transplantation, as well as MGH's clinical transplantation tolerance program. The transplantation tolerance protocol includes transplanting bone marrow cells from an organ donor in conjunction with the organ transplant. The goal is to induce the recipient's body to eventually accept the transplanted organ without the need for life-long immunosuppressive drugs, which can have debilitating side effects. While the protocol is still considered experimental, the center is focused on working with MGH transplant clinicians to make it a mainstream option in the future.

LEADING THE WAY: From left, Turka, Sachs and Madsen

"I hope this will continue to be a center for translational research and clinical applications as we advance the tolerance program," Sachs says. "I intend to concentrate more fully on my own laboratory work in transplantation biology and xenotransplantation and continue to bring what we are doing in the lab to the transplant clinicians and ultimately to our patients."

(Continued on page 2)

MGHers guiding the development of mental health services in war-torn country

IMAGINE LIVING in a country recently emerging from a 14-year civil war that resulted in the deaths of 250,000 of its people and the displacement of an additional 1 million – with just one psychiatrist to care for 3.7 million survivors. Liberia saw the end of armed conflict in 2003 and has since experienced an influx of international support to develop sorely needed medical services. Elizabeth Levey, MD, and Oriana Vesga-Lopez, MD – both fourth year residents in the MGH McLean Adult Psychiatry Residency Program working with the Chester M. Pierce, MD Division of Global Psychiatry – have twice traveled to Liberia's capital of Monrovia to help guide the development of mental health services in the war-torn country.

PHOTO COURTESY OF ELIZABETH LEVEY

Their work began more than a year ago, as the two analyzed data from a community needs assessment conducted by David Henderson, MD, director of the MGH Division of Global Psychiatry, who serves as the pair's mentor. Levey and Vesga-Lopez say mental health is an oft-overlooked component of global health, where communicable disease tends to be the primary focus. However, underlying mental illness can disrupt the care a patient receives for a communicable disease, so understanding culturally relevant ways of addressing mental illness can boost other health indicators as well. "We are trying to get a sense of how the population in Liberia experiences both well-being and distress," says Vesga-Lopez.

Levey and Vesga-Lopez hope to qualitatively describe the perceptions of mental illness and mental health in the adolescent and university-aged adult populations. Through interviews that detail the physical, psychological and psychosocial problems and symptoms experienced by these groups, Levey and Vesga-Lopez also learned about the ways they recovered from illness and what that meant to them.

(Continued on page 2)

Addressing global challenges

THE MGH CENTER FOR GLOBAL HEALTH and the Vincent Department of Obstetrics and Gynecology hosted an inaugural "Women in Global Health Symposium: Women Leaders Responding to Global Challenges" March 27 at the Ragon Institute of MGH, MIT and Harvard. More than 120 people attended the symposium, which featured MGH women who are committed to making a difference in the lives of people across the globe, particularly those who don't have access to quality health care. Speakers were, from left, Elizabeth Bailey, MPP, director for the Consortium for Affordable Medical Technologies; Blair Wylie, MD, MPH, of the Vincent Department of Obstetrics and Gynecology; Vanessa Bradford Kerry, MD, MSc, associate director for Partnerships and Global Initiatives in the Center for Global Health; David Bangsberg, MD, MPH, director of the Center for Global Health; Hilarie Cranmer, MD, MPH, director of Disaster Response in the Center for Global Health; Joy Williams, RN, staff nurse in the Department of Radiology; Jeanette Ives Erickson, RN, DPN, FAAN, senior vice president for Patient Care and chief nurse; Patricia Hibberd, MD, PhD, chief of the Division of Global Health; and Galit Alter, PhD, of the Department of Medicine and the Ragon Institute.

— *TBRC*

(Continued from page 1)

The TBRC, which is part of the Transplant Center, works closely with the Bone Marrow Transplantation Unit of the Department of Medicine. Madsen and Turka plan to continue to grow and strengthen this relationship, as well as develop new relationships with experts in related fields – including molecular biology, cellular immunology, infectious disease, autoimmunity, regenerative medicine and cancer. "My hope is to build upon the tremendous accomplishments that the TBRC has achieved in the last 20 years and expand upon them, taking advantage of new advancements as they arise in order to make tolerance transplantation a reality for more patients," says Turka.

Madsen, who will remain in his current role as director of the MGH Transplant Center, credits Sachs for his mentorship, his dedication to the TBRC and for his achievements in tolerance, and says he looks forward to building upon those advancements in the future. "With Larry coming on board, we have arguably the best transplant immunology laboratory in the world – not the country, but the entire world," Madsen says.

— *Global health*

(Continued from page 1)

"Despite the amount of traumatic experiences they were exposed to, I was quite surprised to see how resilient the population has been and how they have been able to recover without any significant interventions in terms of mental health," Vesga-Lopez says.

As part of their study, Levey looked at how 13- to 18-year-old Liberians deal with mental illness. Her preliminary findings show that a person's sense of community – who they live with, what their daily life is like, who they turn to for support and their familial responsibilities – has a profound effect on their ability to cope with past traumatic experiences.

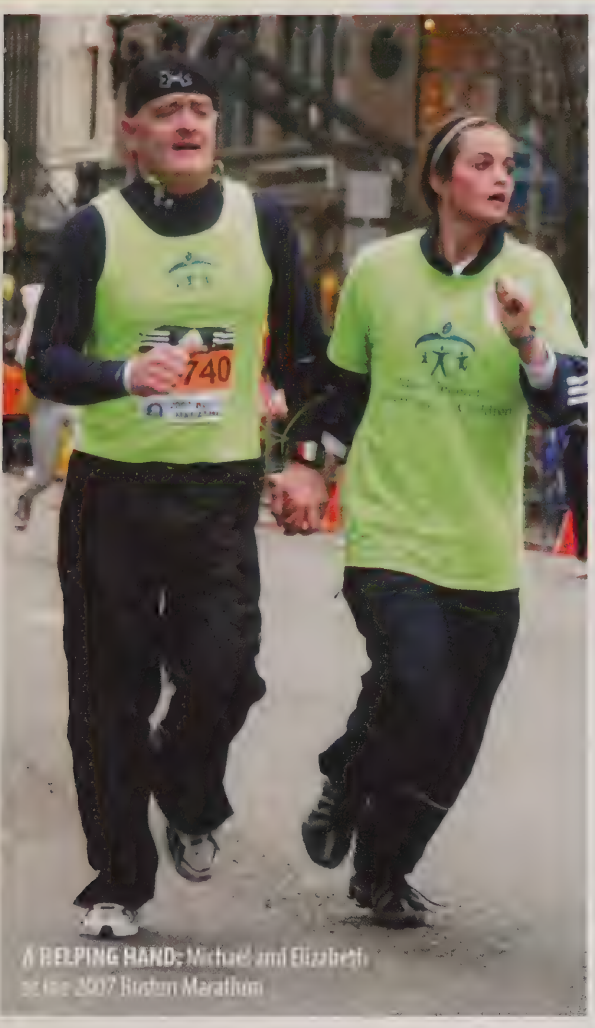
These findings also can shape the way that care is delivered here at the MGH and in surrounding communities. "We see so many people who live in very different worlds, very different environments, very different cultures from each other, and thinking about their interactions with their community, in addition to their medications, can prove very valuable," says Levey.

Adds Vesga-Lopez, "I had this idea that, if you're going to do work internationally, you're bringing something to them. It was striking for me to see how much we could learn from a different culture. It goes both ways." ■

INTERNATIONAL OUTREACH: Levey, far left, and Vesga-Lopez, center

Global Psychiatry hosts dinner series

THE CHESTER M. PIERCE, MD Division of Global Psychiatry will continue its Global Psychiatry Dinner series on April 22 at 6 pm in the Trustees Room with speaker Greg Fricchione, MD, associate chief of Psychiatry. These monthly events are open to all. For more information or to register, email *jcarney1@partners.org*.



A HELPING HAND: Michael and Elizabeth at the 2007 Boston Marathon

PHOTO COURTESY OF MARATHONFOTO.COM

Following in her father's footsteps

FOR MICHAEL SHEA, his fifth time running the Boston Marathon as part of the Mass General Marathon Team will be unique because he will have his inspiration – his daughter Elizabeth – running alongside him.

In 2001, Elizabeth was diagnosed with histiocytosis, a form of cancer that caused tumors to grow in her bones. Following months of treatment at MassGeneral Hospital *for* Children, the then-11-year-old was in remission by the end of 2002. Michael wanted to find a way to give back to the Pediatric Hematology-Oncology Unit and show his gratitude to those who cared for her during her battle. "They said we have a marathon team, and I laughed and said, 'Good for you, I'm not a runner. I've never run more than five miles in my life,'" recalls Michael.

Instead the Shea family enrolled Elizabeth in the team's Patient Partner Program in which a team member was assigned to run in her honor. However, Michael says, while cheering for the team during that 2003 marathon he realized that he not only wanted to – but could – be the person running in her honor. "So that day I decided to do it," he says.

IN TRAINING: The Sheas at a recent half marathon

The next year he joined the MGH team – and did so again in 2005, 2006 and 2007. During his last marathon, Elizabeth, then 15, joined him at Mile Marker 20, and they ran the last six miles together. They crossed the finish line holding hands – an inspirational moment for Elizabeth. "I was a sophomore in high school, and it was the first time it really resonated that I wanted to do this for real some day," she says.

Now 21 and a senior at Babson College, Elizabeth is celebrating her 10th anniversary of being cancer-free by doing just that. On April 15, she will follow in her father's footsteps as a member of the Mass General Marathon Team – running alongside her dad. "I have a great picture of us crossing the finish line in 2007, and I'm looking forward to having the real deal this year," she says.

For more information about the Mass General Marathon Team, visit *https://give.massgeneral.org/marathon.* ■

ESOL students showcase new skills

THE STUDENTS in Dara Mendelsohn's MGH Workplace Education Program's JVS English Fundamentals class recently put their newly developed language skills to use when they presented a hand hygiene program to their supervisors, instructors and invited guests.

The English for Speakers of Other Languages (ESOL) students – Berhan Giorgis, Fatiha Ngout, Hamid Hassine, Maria Alves, Maria Jimenez, Mina Makane, Seandel Dillon and Sulma Garcia – presented five skits outlining the importance of hand hygiene during the March 28 event. "The students worked very hard to create their skits and the program flyers, which supported an important message here at MGH that 'clean hands save lives,' " Mendelsohn said "Their hard work and dedication really shows, and I am so very proud of them."

For more information on MGH Training and Workforce Development initiatives, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm*

SPEAKING OUT: Hassine, right, with his supervisor Christopher England, operations manager of Clinical Support Services

04.05.13

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First donor in new location

PHLEBOTOMIST George Chappell, left, draws blood from Christopher Stowell, MD, PhD, director of Blood Transfusion Services. On April 3, Stowell was the first person to donate blood in the MGH Blood Donor Center's new location on White 12. All Blood Transfusion Service operations have temporarily relocated to the 12th floor of the White Building, while its home in the Jackson/Gray buildings undergoes renovations. All blood donors in the month of April will be entered to win a pair of passes to the New England Aquarium. For more information, call 617-726-8177. ■

IN GENERAL

Susan Briggs, MD, MPH, director of the International Trauma and Disaster Institute at the MGH, will be honored in June with a Project Hope Global Health Partner Award. Founded in 1958, Project HOPE (Health Opportunities for People Everywhere) is dedicated to providing lasting solutions to health crises, with the mission of helping people to help themselves. Briggs is recognized for her involvement in disaster relief efforts, both internationally and domestically, including the Haiti earthquake and Hurricane Katrina.

Annie Borden, RN, MPH, CHFN, of the Heart Failure Transitions Program, was honored by Project Hope as its February Volunteer of the Month. The global health organization recognized Borden for her distinguished service, including her recent trip to Alluri Sitaramaraju Academy of Medical Sciences Hospital in Vijayawada, India. While in India, Borden helped build nursing capacity at the hospital and completed a tropical medicine course. As a volunteer with Project Hope, Borden has also provided aid in Haiti, Benin, Togo, Panama, Honduras and Nicaragua.

The American Association for Cancer Research (AACR) will inaugurate its first class of the Fellows of the AACR Academy at its April 6-7 annual meeting in Washington, D.C. 2009 Nobel Prize laureate **Jack Szostak, PhD,** of the Department of Molecular Biology and the Center for Computational and Integrative Biology, has been selected as a member of the inaugural class. The AACR Academy was created to recognize and honor distinguished scientists whose major scientific contributions have propelled significant innovation and progress against cancer.

A spring tradition

MASSGENERAL HOSPITAL *FOR* CHILDREN patients and their siblings were treated to a sunny day during the eighth annual Spring Egg Hunt on March 29. The children searched for goodie-filled eggs from the grounds of the Howard Ulfelder, MD, Healing Garden in the Yawkey Center and posed for photos with the Spring Bunny. Here Lily Waldeck, 7, admires an egg she found. ■

04.12.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Planning for the future: advance directive Q&A

WHAT WOULD HAPPEN if you or a loved one became sick or injured and were unable to express your health care wishes? In recognition of National Healthcare Decisions Day on April 16, Cynthia LaSala, MS, RN, clinical nurse specialist and adviser to the MGH Patient Care Services Ethics in Clinical Practice Committee, discusses the importance of having an advance directive to help convey your health care wishes in a clear, concise manner.

What is advance care planning?
Advance care planning is the process of making decisions about your medical care treatment preferences should you become unable to speak for yourself. This plan is put into a document called an advance directive.

How does an advance directive work?
An advance directive is a legal document that describes the type of medical care you want to receive if you become unable to make medical decisions yourself. It only goes into effect when you are unable to speak for yourself. You can change it at anytime.

Who should have an advance directive?
Everyone. Advance care planning is not just for older adults or those with a serious illness. The best time to complete an advance directive is when you are healthy and not physically or emotionally affected by an acute illness or disease. It is very important to talk with loved ones about the type of medical care you would want to receive in the event you are unable to make health care decisions for yourself. Having an advance directive in place – which, again, you can change at anytime – makes your wishes known.

(Continued on page 2)

Cancer Center fellowship program receives $1M gift

THE MGH CANCER CENTER has received a $1.05 million gift from Sovereign Bank, N.A., a division of Santander Holdings USA, in support of its Hematology/Oncology Research Fellowship Fund. On April 3, the banking group's president and CEO and other company representatives joined MGH President Peter L. Slavin, MD, for a special ceremony in the Trustees Room to recognize the gift.

IMPORTANT GIFT: From left, Garcia, Slavin and Moran

Santander, the largest bank in the eurozone, recently acquired Sovereign Bank, its first retail bank in the mainland United States. The group has a long history of social action around the globe and also has previously donated funds to aid academic, research and technology projects in New England, including programs at Harvard and MIT.

"This is truly a wonderful event in our hospital's history," Slavin said. "I am very grateful that Sovereign|Santander is partnering with us. This relationship will encourage innovation, advance the goals of our Cancer Center and advance community leadership for both of our organizations."

Sovereign Bank will also become an "Innovative Supporter" of the Friends of the MGH Cancer Center, a volunteer organization committed to enhancing the quality and experience of cancer patients and their families through activities, lectures, symposiums and innovative programs.

During the ceremony, David Ryan, MD, chief of Hematology/Oncology, expressed his

(Continued on page 3)

— Advance directive

(Continued from page 1)

What are the different types of advance directives?

The most common advance directive used at the MGH is the Massachusetts Health Care Proxy form. This is a legal document that names a person you trust as your health care agent. This person will have the authority to make health care decisions for you if you are unable to speak for yourself. Another type is a living will, which details what type of treatment you want or don't want when you are seriously ill. In Massachusetts living wills are not legally binding. However, they may be used together with a Massachusetts Health Care Proxy form to guide treatment. Remember to check if the type of advance directive you have is legally acceptable in whatever state or country you reside both now and in the future.

Where can I get a health care proxy form and/or living will?

The Maxwell and Eleanor Blum Patient and Family Learning Center in White 110 has Massachusetts Health Care Proxy Forms as well as another form known as "Five Wishes" for children, teenagers and adults. This form includes a section where you can designate who you would like as your health care agent. Massachusetts is one of about 42 states in the U.S. that legally recognizes the "Five Wishes" document as advance directive. Remember to keep the original copy of any advance directive document you complete and provide copies to your health care agent, health care provider and anyone else with whom you feel it would be important to share this information.

What conversations do I need to have before and after filling out an advance directive?

To ensure that your wishes are carried out, you need to make sure your health care agent knows the type of care you would like to receive and respects your values and beliefs, even if they differ from those of the agent. Share your wishes with loved ones as well, but take the time to select someone else to serve as your health care agent who will honor your wishes and be able to speak for you should you be unable to do so yourself.

Where can I learn more?

In honor of National Healthcare Decisions Day on April 16, the MGH will host information tables about advance care planning from 8 am to 3 pm in the White Corridor and Wang Lobby. There will also be a presentation, "Understanding Advance Care Directives," with speaker Carolyn LaMonica, RN, at noon in the Blum Center.

Child Protection Consultation Team offers support, training

TRAINING, SUPPORTING AND CLOSELY COLLABORATING with clinicians are key roles of the MGH Child Protection Consultation Team, which is available 24 hours, seven days a week to ensure staff always have a person to turn to when dealing with child abuse or suspected maltreatment cases.

"Our team can help in a number of different scenarios, not only in dealing with abuse of children, but also in the adult service where staff sometimes believe there could be a risk to a child related to a parent's substance abuse, domestic violence or mental health issues," says Alice Newton, MD, FAAP, the program's recently appointed medical director. "There is a lot of discomfort when dealing with these situations, and we know that staff are so relieved when they learn that they can contact us to serve as a resource."

MAKING A DIFFERENCE: In recognition of April as Child Abuse Prevention Month, the Child Protection Consultation Team hosted an information table in the White Corridor on April 10. From left, Drumm, Lipton and Newton

Along with Newton, Debra Drumm, LICSW, and Susan Lipton, LICSW, round out the three-member team. Established in 2000, the MassGeneral Hospital *for* Children program focuses on providing interdisciplinary training for staff to ensure the highest standard of care to children and families who may have or are suspected of experiencing abuse or neglect. This includes interventions, assessments and referrals. "Our team also helps to ensure standards of practice around child treatment, and by doing so we assist in providing the best care possible for patients and families experiencing these issues," Drumm says.

According to Lipton, 30 percent of the team's consults come from the Pediatric Service and are most often related to issues of medical neglect, ingestions, fractures, head trauma and suicide attempts. "Neglect is on the rise and registers more than 60 percent of consultations annually," she says.

Aside from their role aiding clinicians and families at the MGH, the team also works within the Boston community to help with cases and evaluations for organizations including the Children's Advocacy Center of Suffolk County, the Children's Trust Fund and the Massachusetts Department of Children and Families, where they also train new intake workers and daycare providers.

In a field where difficult situations are encountered on a daily basis, the team members say it is the support they receive from one another and the knowledge that they are making a difference in the lives of children that keeps them rooted in their profession. "It's also about supporting staff around some of their most challenging cases," Drumm says. "We are here for them to talk to and offer guidance. It's so important that they learn more about abuse, even though it's unpleasant."

Adds Newton, "It's the last thing people want to think about, but the worst thing is for staff to sit with it alone and not address it."

To contact the Child Protection Consultation Team, call 617-724-0285 or request the MGH page operator contact the program. ■

Breaking barriers to hear all voices

IN 2004, the newly formed MGH Disparities Committee surveyed MGH patients about issues related to race, ethnicity and their health care. At the time, 21 percent of black patients and 25 percent of Hispanic/Latino patients at the MGH reported they thought they received a lower quality of care than white patients. In a survey conducted in 2012, fewer than 10 percent of black and Hispanic/Latino patients held those views.

"These data make me, and should make all of us, really proud," said Karen Donelan, ScD, EdM, senior scientist at the Mongan Institute for Health Policy at the MGH. "The perception of fair and respectful treatment has continued to grow over the past eight years, and we've made great progress. But we still have work to do, especially for patients with limited English proficiency. We want our mission, credo and 'excellence every day' applied every day to all of our patients and their families."

Donelan spoke during the "Racial and Ethnic Disparities: Keeping Current Seminar Series" hosted by The Disparities Solutions Center. The April 4 presentation, "Hearing All Voices: Race, Ethnicity, Language and the MGH Patient Experience," explored trends in patient satisfaction connected to racial, ethnic and linguistic disparities in health care.

Measuring patient-reported outcomes is an essential component of quality assessment, Donelan explained. The 2004 survey was one of the first projects undertaken by the MGH Disparities Committee as a way to measure minority patients' perceptions of their care, because routine patient experience surveys often exclude or under represent these populations. Donelan said her research team – including Joseph Betancourt, MD, director of the Disparities Solutions Center; Elizabeth Mort, MD, senior vice president for Quality and Safety; Esteban Barreto, senior research assistant; and eight bilingual interviewers – worked to ensure a higher response rate by using special survey methods including statistical sampling techniques, bilingual study materials, and telephone interviews conducted by trained bilingual interviewers. Many MGH departments and an expert advisory team also helped to support the effort, Donelan said.

The 2012 follow-up survey was funded by the Center for Quality and Safety and reached out to samples of black, Hispanic/Latino, and Asian patients, as well as patients who speak Spanish, Arabic, Khmer, Portuguese and Chinese. The survey sample included 1,700 patients of all ages who visited MGH primary care practices and health centers in January 2012. Donelan said the survey included standard quality measures – whether patients thought doctors and nurses spent enough time with them; if clinicians explained things in a way they understood; if patients felt welcomed by staff; and if they felt they received the same quality of care as fellow patients.

A LABOR OF LOVE: From left, Baretto, Donelan and Lenny Lopez, MD, MDiv, MPH, senior faculty of The Disparities Solutions Center

"This work is a labor of love," Donelan said. "For me, this is the heart of why we think about engaging patients in assessing the quality of their care. We are all guided by the needs of our patients and their families, and we want to ensure they have a good experience each time they come to MGH." ■

— Cancer Center grant

(Continued from page 1)

gratitude for the donation and explained how the fellowship aids physicians at a critical point in their profession. "This fellowship is extremely special and this relationship is a wonderful opportunity for all of us at the Mass General Cancer Center and all of us in the biotech community," Ryan said. "It's going to help future fellows at an important time in their lives – when they are in the lab and the questions are crystallized. It's a time when they are really going to have a great impact."

Jorge Moran, Santander U.S. country head and president and CEO of Sovereign Bank, said while the company has a global presence, it is important that they create strong relationships within their local communities. "What you are doing here is amazing," Moran said. "Not just what you are doing now, but what you are doing for the future. You are giving hope to so many people."

The event concluded with Slavin presenting white coats to Moran and Carlos Garcia, chief of staff and chief corporate affairs and communications officer at Sovereign Bank. The jackets were emblazoned with their names and the phrase "Partners in Innovation." Moran then provided his own unique thank you to the MGH leadership in attendance – bottles of olive oil from centuries-old trees on the land where the company's headquarters is located in Madrid, Spain. ■

04.12.13

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WHAT IT TAKES:
Gala co-chairs, Kim Karofsky, Ann Marie Gross, Stephanie Long, Terry Hamilton and Shonda Schilling

PHOTOS COURTESY OF MATT WEST

Aspire Gala raises nearly $1.4 million for MGH*f*C

MORE THAN 900 PEOPLE turned out for this year's Aspire Spring Gala, which raised nearly $1.4 million to support the MassGeneral Hospital *for* Children program that helps children, teens and young adults with autism spectrum disorders develop the social skills critical for success at home, school and within the community.

Guests at the 13th annual event at the Four Seasons Hotel in Boston – including Aerosmith bassist Tom Hamilton, retired Red Sox pitcher Curt Schilling and Liberty Mutual Insurance CEO David Long – were treated to dinner and a live auction, which featured items including two tickets to Super Bowl XLVIII and a tour of the "Today Show."

"The funds raised support financial aid for participants in all our programs, program development and pro bono work in the Boston Public Schools," says D. Scott McLeod, PhD, executive director of the Aspire Program.

Event sponsors included Liberty Mutual; McKinsey & Company; Aon PLC; Choate Hall & Stewart; Great Hill Partners; Safelite Group, Inc.; Nutter, McClennen & Fish LLP; Stephanie and David Long; Nelson Levine de Luca and Hamilton; and Cresa Partners Boston, Inc.

SWEET EMOTION:
Tom Hamilton, far right, event co-chair and Aerosmith bassist, congratulates the winner of the auction item he donated – dinner at his home with him and his wife, Terry Hamilton

MGH Partners in Excellence Awards Ceremony

ALL MEMBERS of the MGH community are invited to attend the annual Partners in Excellence (PIE) Awards Ceremony April 22 from 3 to 4 pm in the Bulfinch Tents. The awards program recognizes exceptional Partners employees and teams in one of the following five categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. This marks the PIE Awards Program's 17th year.

This year Partners received a record number of PIE nominations and 1,688 MGHers will be recognized during this month's ceremony.

The celebration will include a photo opportunity with senior leadership for individual and team PIE recipients, the debut of the 2012 PIE video and refreshments.

For more information, call 617-724-9743 or email *partnersinexcellence@partners.org.* ■

GROOVY PREVIEW:
A PIE video dance sequence

04.19.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

To Our MGH Family: Thank You

IN THE DAYS FOLLOWING THE DEVASTATING ATTACKS at the Boston Marathon, there remains an overwhelming sense of sadness and confusion. Our hearts go out to all who have been personally affected by this truly tragic event - including the family, friends and colleagues of Jessica Kensky, RN, one of our own wonderful, caring nurses who was seriously injured in the bombings. Jessica, who works on the Lunder 10 Oncology Unit, was at the finish line when the explosion occurred.

We know this week has been extremely emotional and demanding for everyone in our MGH family, and we thank you for your continued dedication and commitment to our patients and their families, to the hospital and also to the greater Boston community.

It has been more than 200 years since our MGH founding physicians wrote, "When in distress, every man becomes our neighbor," and those words once again resonated throughout our hallways this week. Despite these incredibly challenging times, there were countless situations that showcased unity, resilience and spirit. Physicians and nurses banded together to provide compassionate clinical care to the wounded; Police and Security staff ensured our campus was safe; social workers and chaplains listened and offered guidance to those seeking counsel; and so many other MGHers provided much-needed and much-appreciated comfort and support to patients' families and friends, as well as to their fellow colleagues.

It is also extremely important to remember and honor the efforts of the athletes who trained for months to run as part of our MGH marathon teams. Although, sadly, their accomplishments have been overshadowed by these devastating circumstances, their dedication and their fundraising efforts are not – and will not – be overlooked. Their generosity will serve as a lasting legacy through the many hospital programs that benefit from their support.

We again thank you for your continued efforts – they are a true testament that the MGH spirit is alive and thriving. And, as always, we thank you for everything you do, every day, to make this hospital such an extraordinary place.

Peter L. Slavin, MD
MGH President

David F. Torchiana

David F. Torchiana, MD
MGPO Chairman and CEO

"I know that I speak for all the Trustees of the MGH and MGPO when I express our collective gratitude for the way in which you all responded to the demands of the terrible tragedy at the Boston Marathon. We want to thank all of you for your dedication to the hospital, the excellent care you provide and your amazing work."
– Cathy E. Minehan, chair of the MGH Board of Trustees

"Many of those who gave blood were runners, friends, family and spectators at the marathon. We had 248 people donate at our donor center and two bloodmobiles on Monday and Tuesday. As we spoke to people waiting in line, we learned that some were from out of state and wanted to donate before they flew out. Others had been at the finish line and said that they had to come and donate after what they saw. We have had calls from people from as far as Virginia who are coming to donate next week and even received calls from Canada inquiring about donating. It is heartwarming to see so many people showing their support. Although we were here to collect blood, we were also giving people an emotional outlet to share their stories and to turn a negative into a real positive by giving blood and helping others."
– Kim Cronin, MGH Blood Donor Center manager

"It was the most amazing thing I have ever seen. Everyone just came together. It wasn't just the doctors and nurses, and it wasn't just the Emergency Department – it was an entire team effort across all MGH departments. Transport immediately helped get other patients upstairs, and Dr. Dzik from Blood Transfusion Services was right here with coolers. Our nonclinical staff was also incredible. Environmental Services had the trauma rooms clean and ready, the support associates had them stocked, and Registration and unit coordinators also did a phenomenal job. It was like nothing I have ever seen before. There was nothing we needed that we didn't have right away." – Meghan McDonald, RN, clinical nurse specialist, MGH Emergency Services

"I am angry and just trying to sort out why the 107 dedicated folks on our MGH Marathon Team 'Fighting Kids' Cancer One Step at a Time' who were running to alleviate the suffering of others were put in harms' way by an evil act. Our prayers go out to the victims and their families. We will be back next year as a stronger and more determined team." – Howard Weinstein, MD, chief of the MassGeneral Hospital *for* Children Hematology-Oncology Unit and founder and captain of the Mass General Marathon Team, which has raised more than $600,000

"I don't think there is a single person in Boston that hasn't suffered an emotional toll. And I don't think that the doctors and the nurses and every single person in this hospital are an exception. We were all extremely moved, and I think, shattered by the event. Having said that, our mission is to provide care. We will not be stalled or hampered by our emotional reactions. We are all trauma surgeons and emergency medicine physicians, and we are – sad to say – used to these devastating events, so we set our emotions aside to take care of the patients." – George Velmahos, MD, PhD, chief of Trauma, Emergency Surgery and Surgical Critical Care

KNOWSLEY HARRIERS AC
KEEP ON RUNNING, BOSTON.
2497

"Our hearts go out to all who have been personally affected by the devastating events of April 15. As has been the compassionate and generous tradition since the founding of MGH 201 years ago, we have received an influx of calls from donors and friends interested in supporting any efforts by Mass General to treat Boston Marathon victims and their families. In response to these requests, we have set up a web page that informs those interested in ways they can help, *http://give.massgeneral.org/boston-marathon*." – Jim Thompson, vice president for MGH Development

"I am so proud of the team who came together on Monday in the Blum Center to support family members and friends of those affected by this tragedy. The care, concern, expertise and teamwork of colleagues in Nursing, Psychiatry, Social Services, the Emergency Department, Chaplaincy, PCS Clinical Support Services, Police and Security and others were absolutely phenomenal."
– Brian M. French, RN, director, The Maxwell & Eleanor Blum Patient and Family Learning Center

"The response on the part of the runners, the patient-partner families, and MGH staff has been tremendous. I can't count the number of calls and emails I have received from people wanting to make sure that our team members are safe. In the midst of many chaotic hours and a rush of emotions, it was very evident to me that our team is about so much more than fundraising and running. These runners put in countless hours training and fundraising in support of their partner families, and it was touching to see that same concern given right back to them during this time of need."
– Casey Conway, MGH Development coordinator and manager of the Miles for MassGeneral, Cystic Fibrosis Marathon Team, which has raised nearly $70,000

"The president was extremely complimentary of the team efforts – the nurses, the physicians, the social workers, everybody within the departments that he encountered – talking about the great teamwork and how the survival of the patients is really dependent on that. He was extremely complimentary and many people were very thankful that he came and honored that he took the time to shake hands with the patients and staff."
– Alice Gervasini, RN, PhD, nurse director, Trauma and Emergency Surgery Program, about President Barack Obama's visit to the MGH on April 18

"This is not an individual sport. The marathon might be, but taking care of all these patients is not. At the end of the day, it is not because of an individual, it's because the entire system brought its A-game and functioned nearly flawlessly. The MGH made me proud, and I'm proud to be here. I would like to think that – as tragic as this event is, and as horrible as all the injuries are – we will rise from the ashes, and we will be stronger." – David King, MD, trauma and acute care surgeon

"We had about 70 volunteers call in to our office between 3 and 4:30 pm on Monday afternoon. These were volunteers who were not scheduled to be here. It was an extraordinary, unsolicited response."
– Wayne Newell, director of MGH Volunteer Services

"I felt so fortunate to be in the right place at right time to assist these patients, doctors and nurses in any way I could. It was an honor to help."
– Rose McCabe, Emergency Services volunteer

"I was so emotional and sad at the beginning, but as time went on I realized I was simply glad to do what needed to be done."
– Frederique Schutzberg, Emergency Services volunteer

04.19.13

MGH HOTLINE

Employee Assistance Program offers support for MGHers

STAFF IN NEED of emotional support are encouraged to access the Employee Assistance Program (EAP), a free and confidential resource. Managers also can contact the EAP to consult about the needs of their staff. For more information, call 617-726-6976 or visit *www.eap.partners.org*.

MGH expert: How to talk to kids in wake of attacks

GENE BERESIN, MD, director of Child and Adolescent Psychiatry Residency Training at the MGH and director of the MGH Center for Mental Health and Media, shares advice on how to talk to children after the Boston Marathon explosion incident.

For children of all ages:

Children need to have answers to three fundamental questions:

- Am I safe?
- Are you, the people who take care of me, safe?
- How will these events affect my daily life?

It's important to provide answers to these questions, even if your children don't put them into words. You should expect to answer these questions several times over the next few days and perhaps longer. Keeping as normal a schedule as possible will help reassure your children as well.

Children will be very upset at the images of mourning friends and family members. Often this will make them concerned about the safety of their own family and other loved ones. It's important to reassure children that you're doing everything you can to stay safe so that you can take care of them. Share your feelings with your children. Let them know that it's OK to be frightened or sad or angry – that's part of being human.

While you should try to answer your children's questions at a level they can understand, remember that you don't have to have an immediate answer for everything. Some questions don't have any good answers. Right now we do not know why this happened or who did it. No one has these answers.

Infants, toddlers and preschoolers:

Very young children are more disturbed by their parents' and caregivers' distress than by the actual events. That is why they are comforted more by your actions than your words.

Expect young children to regress emotionally a bit. They may become clinging or whiny, and have difficulty sleeping. The more patient and reassuring you are, the more quickly this will pass. Much of their reactions will be in response to seeing that you are upset.

Spend extra time hugging and cuddling with your child. This will reassure both of you. Your child may want to sleep in your bed. That's OK, especially at times like this.

School-age children:

Encourage your school-age children to share their feelings and concerns with you. Reports of people being taken to the hospitals may frighten them, even though they may be afraid or embarrassed to admit it. Let them know that it is all right for them to be upset, and that you'll do everything you can to protect them from harm.

Remember that children often work through emotional issues with play instead of words. Don't be surprised if your children use toys to replay the images of destruction that they've seen or imagined. This is healthy. It can also give you insights into their fears and misunderstandings.

If your children's play seems "stuck" in one scenario – they repeat the same event over and over – offer some suggestions for change. Even something as simple as, "Maybe the rescue workers can use shovels to help the people escape," can allow children to come to terms with their fears.

If your children are watching or listening to news reports of the aftermath, be in the room so that you can answer questions and clarify things. Let younger children know that even though they've seen TV images of explosions dozens of times over many days, they each happened only once and on one day. The marathon was only run once and it is over.

Expect your children to ask the same questions several times. Be patient. Remember that by asking the questions, they're telling you that they trust you.

Remind your children that there are many, many more good people in the world than there are bad people, and that the good people will try to take care of them and protect them.

Teenagers:

Many adolescents are scared. They may know others who went to the marathon and some even planned to be at the finish line. They wonder what this means for the safety of others, including parents who work, go to school and live in Boston. They're also struggling with questions about justice, power, and control – issues that have been in the news since the Sandy Hook shooting, and even more in the recent debates about gun control.

Let your teenagers listen in as you discuss both events and feelings with other adults. If they join in, welcome their participation even if you disagree with what they're saying. Simply talking will help them to put their concerns into perspective.

Be with them when they watch TV news reports of the aftermath. Comment on what you're seeing and listen openly to their comments as well.

Sometimes it's easier for teens to talk about disturbing things if they don't have to look you in the face. That's why some of the best discussions take place while you're doing something else, such as playing a game, driving in the car, or doing household chores. Share your feelings with them. This gives adolescents permission to do the same with you.

Most children will cope with the support and understanding of their parents, teachers, coaches, friends and clergy. Some who may be vulnerable because of previous personal experiences may need special attention from a school counselor or family pediatrician.

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04.26.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A moment of silence

those injured on 4-15-13

TOUCHING TRIBUTE: Father Joseph [illegible], of MGH Chaplaincy, ties a ribbon on the Prayer Tree on display in the MGH Chapel foyer. Many staff, patients and their families gathered in the chapel at 2:50 pm on April 22 to observe a moment of silence and participate in a prayer service to honor the victims of the Boston Marathon bombing attacks.

In the wake of tragedy

PARTNERS HEALTHCARE has announced it is committing $1 million to the newly created One Fund Boston to help the families who lost loved ones and the victims of the Boston Marathon tragedy. This donation is made in honor and recognition of the employees of the Partners HealthCare system who live and work in this community and dedicate themselves every day to our mission, enabling its hospitals to deliver some of the best patient care in the world.

"This donation on behalf of the 60,600 men and women of Partners HealthCare will help fulfill the vision of the mayor and governor in delivering much needed financial support directly to the victims and families as they recover both physically and psychologically," said Gary L. Gottlieb, MD, president and CEO of Partners.

Gov. Deval Patrick and Boston Mayor Thomas M. Menino last week announced the formation of The One Fund Boston, the purpose of which is to raise money to help those families most affected by the tragic events that unfolded during the Boston Marathon. For more information, visit *www.onefundboston.org*.

MGH Emergency Response Fund

In the aftermath of the devastating events on April 15, many friends of the MGH also have asked how they can provide support directly to the hospital. In response, the MGH has established an Emergency Response Fund to support the institution's immediate handling of devastating events such as the Boston Marathon tragedy. Funds will be used to provide social services support for victims and families of disasters and will support emergency care, disaster relief and disaster preparedness training. For more information, visit *https://give.massgeneral.org/boston-marathon.*

Community support

A special gift also was given by the Canadian province of Nova Scotia, which donated $50,000 to the MassGeneral Hospital *for* Children to support pediatric palliative care in recognition of the treatment and support the hospital provided to the victims of the Marathon attacks. Boston and Nova Scotia have a long history of supporting one another. On Dec. 6, 1917, a munitions ship exploded in Halifax Harbour and an MGH contingent joined the relief efforts to help care for the wounded. "While there is a border and a number of miles between us, we share a common heritage and ancestors," Premier Darrell Dexter wrote in a letter to the hospital. "Massachusetts was there for Nova Scotia 96 years ago during the tragedy of the Halifax explosion, and many times since then. Our hearts and minds are with the people of Boston now and in the future."

04.26.13

PIE awards honor extraordinary MGHers

DESPITE A DIFFICULT AND EMOTIONAL WEEK following the Boston Marathon attacks, MGHers were resolute in their decision to come together April 22 to celebrate the annual Partners in Excellence (PIE) awards, which honor the extraordinary efforts that MGH employees make here each and every day.

"We briefly considered postponing today's celebration but ultimately decided that Partners in Excellence is symbolic of what got us all through that very trying week – colleagues who rose to the occasion time and time again: providing the very best in patient care, teaching the medical leaders of tomorrow, researching the cures for the diseases that ail us, and helping the community around us," said MGH President Peter L. Slavin, MD.

This year a total of 1,688 MGHers were selected as PIE award recipients. The program recognizes employees and teams nominated by their colleagues for outstanding contributions in the categories of quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions.

"We are Partners in Excellence – all of us," Slavin said. "That's why we are here today. In my almost 30 years at the MGH, I have never been more proud. Thank you for all that you do for our patients, their families and each other."

PARTNERS IN EXCELLENCE: A few of the 1,688 award recipients

Partners announces grants for community health centers

Patient Affordability is one of three pillars of Partners' Strategic Initiative, along with care redesign and reputation and communications. By improving efficiency and removing costs from the system, Partners is taking important steps to help make health care more affordable. At the same time, Partners' new affiliation with Neighborhood Health Plan has similar aims: care coordination, cost-effectiveness, and community-based, accessible care for the underserved.

PARTNERS HEALTHCARE has teamed with the Neighborhood Health Plan and the Massachusetts League of Community Health Centers to provide grants to community health centers across the state through the new "Partnership for Community Health" initiative, which aims to help the centers transform the way care is delivered and adapted to state and national reforms.

"Community health centers are, in many ways, the original patient-centered medical homes," said Partners President and CEO Gary Gottlieb, MD. "We are committed to helping health centers do what they do best – provide accessible, high-quality primary and preventive care in the most efficient and cost-effective setting."

Over the next 15 years, the "Partnership for Community Health" will provide up to $90 million in grant funding to help community health centers develop and launch measurable programs that enhance health outcomes, service, efficiencies and quality of care. Grants are awarded in four categories focused on expanding programs and improving the center's infrastructure: health information technology reporting, meaningful-use training, medical coding training, and training and capacity-building for performance improvement.

The first round of grants, totaling $4.25 million, benefit 49 community health centers in the state – including the MGH Community Health Associates and the MGH health centers. Eileen Manning, executive director of MGH Community Health Associates, said the funds will help the organization further reduce health disparities by improving access to care through increased use of the MGH patient portal. Patients will be able to access new user-friendly computer kiosks in the waiting areas that will provide increased knowledge and comfort to those who have little or no previous computer knowledge or are hesitant to use computers.

"Additionally we will work with a consultant to develop a handbook of low-literacy and educational materials on how to access and navigate the portal successfully," Manning said. "This project is important in meeting goals for meaningful use and for Patient-Centered Medical Home as well. A significant part of what the health centers do is to provide care in a way that reduces the health disparities that exist in the communities we serve. This project will greatly enhance that mission." ■

Three MGH teams honored for clinical research achievements

THREE PROJECTS led by MGH investigators were named among the Clinical Research Forum's Top 10 Clinical Research Achievements of 2012 at the organization's annual meeting on April 18. The MGH-led teams were honored for the development of a system allowing people with paralysis to control computerized equipment via a small device implanted into their brains; a clinical trial showing that a combination of two targeted treatment drugs significantly delays the development of treatment resistance in a common form of melanoma; and a new approach to diagnosing hard-to-find chromosomal abnormalities that can provide critically important information.

"There's never been a moment in the history of biology that's more optimistic for spectacular breakthroughs to happen. However, it will require strategic investments at a most difficult time in our history," says William F. Crowley Jr., MD, director of the MGH Clinical Research Program and founder and past chairman of the Clinical Research Forum. "America is a world leader in biomedical research, and if we are to retain that leadership role globally, we have to continue making these national investments."

Awardees were selected from nominated projects by the Clinical Research Forum's Board of Directors, senior leaders at some of the country's top academic health centers.

MGH award recipients are:

Leigh Hochberg, MD, PhD, MGH Neurology, for a *Nature* paper describing how the investigational BrainGate System – developed through a continuing collaboration with colleagues at Brown University and the Veterans Administration Medical Center in Providence – allowed two patients with paralysis in all four limbs to reach for and grasp objects using robotic arms controlled directly by their brain activity. Both study participants have been paralyzed for several years by brainstem strokes. This work also received the Clinical Research Forum's Herbert Pardes Clinical Research Excellence Award as the most outstanding project nominated for this year's Top 10 Awards.

Keith Flaherty, MD, MGH Cancer Center, for a *New England Journal of Medicine* paper reporting that combined treatment with two kinase inhibitors – dabrafenib and trametinib – delayed the development of treatment resistance in metastatic melanoma patients with tumors driven by mutations in the BRAF gene, which accounts for about half the cases of the deadly skin cancer. The phase I/II study, which found that combination treatment delayed resistance about four months longer than treatment with dabrafenib alone, is being followed with a larger phase III trial.

Michael Talkowski, PhD, MGH Center for Human Genetic Research, for two papers. The first, published in *Cell*, identified 33 genes associated with autism and related disorders, 22 for the first time, using a gene-sequencing method that detects DNA segments that have been moved within the same chromosome or exchanged with segments in other chromosomes, leaving the overall size of the chromosomes unchanged. The second paper, published in the *New England Journal of Medicine*, described use of the sequencing method to accurately determine the genetic basis of a prenatally detected structural abnormality.

Hochberg and Talkowski's papers also received the MGH's Martin Prizes for Basic and Clinical Research, respectively, at the annual Celebration of Science in March. ■

Investigators develop implantable, bioengineered rat kidney

BIOENGINEERED RAT KIDNEYS developed by MGH investigators successfully produced urine both in a laboratory apparatus and after being transplanted into living animals. In their *Nature Medicine* report, published online on April 14, the research team described building functional replacement kidneys on the structure of donor organs from which living cells had been stripped, an approach previously used to create bioartificial hearts, lungs and livers.

"What is unique about this approach is that the native organ's architecture is preserved, so that the resulting graft can be transplanted just like a donor kidney and connected to the recipient's vascular and urinary systems," says Harald Ott, MD, PhD, of the MGH Center for Regenerative Medicine, and senior author of the *Nature Medicine* article. "If this technology can be scaled to human-sized grafts, patients suffering from renal failure who are currently waiting for donor kidneys or who are not transplant candidates could theoretically receive new organs derived from their own cells."

The study used a technology Ott developed as a research fellow at the University of Minnesota that involves stripping the living cells from a donor organ with a detergent solution and then repopulating the collagen scaffold that remains with the appropriate cell type – in this instance human cells to replace the lining of the vascular system and kidney cells from newborn rats. The research team first stripped cells from rat kidneys to confirm that the organ's complex structures would be preserved and then showed the technique worked on a larger scale by stripping cells from pig and human kidneys.

The researchers introduced the appropriate replacement cells into the collagen scaffold through the renal artery or the ureter and then cultured the organs in a bioreactor for up to 12 days. Bioengineered kidneys transplanted into living rats from which one kidney had been removed began producing urine as soon as the blood supply was restored, with no evidence of bleeding or clot formation. While the overall function of the regenerated organs was significantly less then that of normal, healthy kidneys, the researchers believe that may be caused by the immaturity of the neonatal cells used to repopulate the scaffolding.

Bioengineered rat kidney, cultured in a bioreactor

"Based on this initial proof of principle, we hope that bioengineered kidneys will someday be able to fully replace kidney function just as donor kidneys do," says Ott. "In an ideal world, such grafts could be produced 'on demand' from a patient's own cells, helping us overcome both the organ shortage and the need for chronic immunosuppression. We're now investigating methods of deriving the necessary cell types from patient-derived cells and refining the cell-seeding and organ culture methods to handle human-sized organs." ■

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GO MGH
24621
JEN BROCK
MASS GENERAL MARATHON TEAM
24694
RUN FOR CARSON
MASS GENERAL MARATHON TEAM
24699

ALTHOUGH THE 2013 BOSTON MARATHON will forever be overshadowed by tragedy, there were also countless heartwarming and uplifting moments that occurred throughout the day. These images, taken at the famed mile marker 20, show just some of the dedicated runners, supporters and event organizers who spent countless hours training and preparing for this year's beloved Boston tradition. Currently the 107-runner Mass General Marathon Team: Fighting Kids' Cancer … One Step at a Time has raised more than $621,000 on its way to its $750,000 goal, while the Miles for MassGeneral, Cystic Fibrosis Marathon Team, with 12 runners, has raised more than $70,000.

MASS GENERAL MARATHON TEAM
April 15, 2013
FOR COACH BRIGHAM
MASSGENERAL MARATHON TEAM

PHOTOS COURTESY OF HENRY + MAC PHOTOGRAPHY AND MGH PHOTO LAB

05.03.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Hospital reopens historic surgical observation deck

WHEN THE MGH LEARNING LABORATORY moved into the Treadwell Library two years ago, it was hailed as the hospital's newest and most sophisticated hands-on training venue. Simulation-mannequins fill patient beds in the lab's "Simulation Ward," offering a variety of conditions and situations on which to practice and refine patient care skills across disciplines. The facility, however, could not accommodate a realistic, full-scale operating room (OR).

On April 25, the lab celebrated the addition of dedicated OR and observation space for the simulation program at a ribbon-cutting ceremony. When the Lunder Building opened in 2011, several White Building ORs were temporarily closed, including those on White 5. This area is now currently reserved for simulation training. One room came with a bonus: a closed surgical observation deck that overlooks the OR and permits non-sterile visitors to watch the operation taking place in the room below. The deck, which had been closed for nearly 30 years, is the only remaining legacy of 10 original surgical observation decks outfitted during construction of the White Building in 1939. Its refurbishment was completed by the Learning Lab in collaboration with OR leadership.

The ribbon-cutting ceremony offered hospital, surgical and perioperative leadership and guests the chance to view a simulated cardiac surgery from the newly renovated deck. Observers included former MGH chiefs of Surgery W. Gerald Austen, MD, and Paul S. Russell, MD, both of whom reminisced about

(Continued on page 3)

ABOVE AND BEYOND:
MGH President Peter L. Slavin, MD, at left, and MGPO Chairman and CEO David Torchiana, MD, congratulate the Pamela J. Ellis Award winner Alejunas.

Going the extra mile

ON A SUNNY WEDNESDAY under the Bulfinch Tent, Jeff Davis, senior vice president for Human Resources, read excerpts from nominations received for this year's Pamela J. Ellis Memorial Secretarial Award.

"Motivated. Enthusiastic. Positive. Dedicated," he read. "Beyond efficient. Has a smile for everyone."

More than 140 nominations were received for the award, which honors the memory of Ellis, an executive secretary at the MGH from 1992 to 1996. It is given each year during the annual Administrative Support Staff Day Luncheon, held on April 24.

After the names of each nominee were read, Davis introduced the 2013 winner, Christine "Cindy" Alejunas, from the Infectious Disease Outpatient service. Alejunas accepted flowers and her award with tears in her eyes, as she told the crowd how grateful she is to work at the MGH. "I do my job not looking for accolades, but when hard work is acknowledged I appreciate it so much. No words can say."

A complete list of nominees is featured in a framed plaque hanging on the wall opposite the MGH General Store. More than 3,000 administrative professionals attended this year's luncheon. ■

A SONG FROM THE HEART: Actress Lauren Potter from the "Glee" television show cast visited Techiyah Ben-David and other pediatric patients at the MassGeneral Hospital *for* Children (MGH*f*C) on May 1. Potter is seen here between Brian Skotko, MD, co-director of the MGH*f*C Down Syndrome Program, at far right, and Michael Cohen, MD, from the Massachusetts Eye and Ear Infirmary. Potter also took a tour of the Down Syndrome Program's clinic. The program is one of the only comprehensive adult and pediatric Down syndrome care centers in the nation.

Window opens for 2013 Joint Commission hospital lab-focused survey

THE WINDOW FOR a Joint Commission survey with a lab focus is now open and can occur at any time. The Joint Commission will send three surveyors for a five-day review of all MGH laboratory services. Surveyors will visit the MGH's main campus, health centers and practices, and perform tracers in any location involved in laboratory service activities and transplant safety. The scope of the survey could include physicians, nurses, medical assistants, point-of-care testing personnel and laboratory employees.

Surveyors will cover all the steps in performing laboratory tests and blood transfusions: documentation and practice for ordering tests, collecting specimens, managing results, performing point-of-care tests and fully documenting all blood transfusions. Common point-of-care tests include fecal occult blood, fingerstick glucose, urine dipstick, urine HCG, rapid strep and provider performed microscopy – including both wet preps and urine sediment. MGH laboratories have designated patient identification and specimen collection quality and safety as priorities for 2013.

To help MGH services have a successful survey staff should:

1. Be prepared to describe the process for:

- Drawing blood from a patient;
- Verifying and completing orders for laboratory testing;
- Managing critical values;
- Ensuring proper patient identification and specimen collection; and
- Performing point-of-care tests.

2. Ensure that two patient identifiers are always verified and used:

- In the presence of the patient;
- On all specimen containers and requisitions; and
- On all point-of-care devices and slides, even if the test is performed in the exam room with the patient.

3. Ensure that all orders and results are documented in the patient electronic record:

- Document and read back the communication of all critical values to the responding clinician.
- Document orders/protocols and results for point-of-care tests. Verbal orders and results are not sufficient.

4. Perform mini-tracers:

- Perform a mini-tracer of a patient test and check for: order, result, competency assessment, quality control and temperature record. Please note that a physician performing point-of-care tests must have documented competency assessments.

As with all survey processes, this is an opportunity for the MGH to demonstrate the excellent care staff provides to patients every day. For more information about the survey or about specific locations contact Cynthia Mansfield at *cmansfield1@partners.org* or 617-726-8172. ■

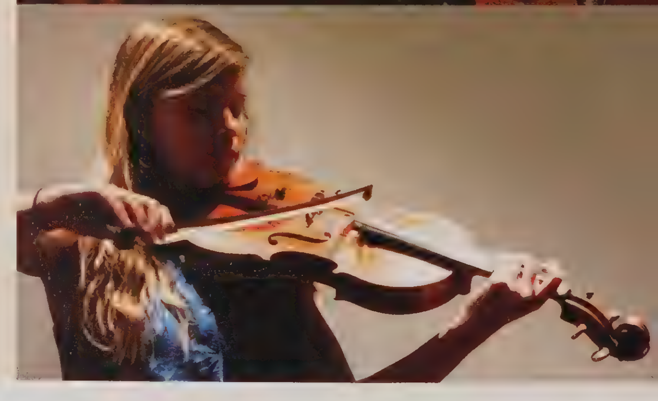
Volunteers showcase musical talents

BOSTON UNIVERSITY SENIOR MAI DOAN typically spends three hours a week at the MGH distributing books to patients from the hospital's roving book cart. But on April 30, instead of literacy choices, the MGH volunteer held in her hands a guitar as she stood in front of the O'Keeffe Auditorium, singing Katy Perry's "The One That Got Away."

Doan was one of eight members of the MGH Volunteer Department who shared their musical skills during the group's second annual talent show – part of national Volunteer Recognition Week, April 29 through May 3.

"We have 1,500 volunteers that join us at the MGH every year, and we get to see the talents they give to us on a daily basis – good intentions, their compassionate hearts and the way they embrace and help our families and staff," said Wayne Newell, director of the Volunteer Department and Information Desks. "Those are all great talents, but we also knew they had a number of other talents when they take off their pink coats."

The musical selections included Broadway tunes, classic rock and pop hits, with volunteers playing the piano, guitar and violin during the two-hour event. "I love performing and I've always been involved in music," said Jonas St. Fleur, who sang "Worthy is the Land" by Hillsong. "Music has always been personal to me and I am glad to be able to share it today."



Students get hands-on approach to learning

A YOUNG BOY is in the midst of an asthma attack. A middle-aged woman is having a heart attack. An elderly man presenting for surgery has veins that are nearly impossible to locate. What are the next steps that need to be taken?

These scenarios were just a few of the situations 23 area high school students faced as part of a recent four-week pilot program aimed at introducing youth to the many careers available in the field of health care. The program was offered by the MGH Department of Anesthesia, Critical Care and Pain Medicine and the MGH Center for Community Health Improvement.

"The Center for Community Health Improvement focuses on science, technology, engineering and math (STEM) education and we built off of that," says Peter Demary, administrative coordinator in the Department of Anesthesia, Critical Care and Pain Medicine. "We want them to understand how many different roles there are in a hospital. It was really exciting, engaging and a lot of fun for all of us."

During the program, students spent two hours a week participating in lectures with anesthesia technicians, critical care nurses, nurse anesthetists and residents. They also took part in mock exercises to diagnose and create a care plan for patients and got hands-on experience using laryngoscopes, blood pressure cuffs and other equipment in the field, all while learning resuscitation and intubation techniques. The program culminated with a trip to the Paul S. Russell, MD Museum of Medical History and Innovation where the students practiced what they had learned on the simulation mannequins.

Demary says the program was extremely successful and will be expanded and offered again in the fall. Students surveyed following the class agreed, noting – "I loved the fact that it was so hands-on with all of the real equipment from the hospital" and "Before, I had almost no clue what anesthesia was, but now I am much more educated." ■

— *Learning Lab*

(Continued from page 1)

their experiences on the decks during their tenures at the hospital. Cardiac surgeon Jennifer Walker, MD, moderated an overview of the "operation," faithfully replicated by a full cardiac team working on a realistic beating heart model.

The event also hosted an exhibit of surgical instruments from the Paul S. Russell, MD Museum of Medical History and Innovation. In addition, hands-on demonstrations of cutting-edge simulation technology were performed for the attendees.

James Gordon, MD, director of the Learning Lab and chief of the Emergency Department's Division of Medical Simulation, served as host of the event, which also recognized the lab's recent accreditation as a Level I Educational Institute by the American College of Surgeons. "This classic new addition to the simulation program opens up enormous opportunities for expanding simulation training in the OR and for better understanding the impact of such work on quality and safety across the institution," Gordon said. "Being able to perform interprofessional simulation training in an actual operating room provides critical access and context for those undergoing the training and presents powerful new opportunities for direct faculty observation and feedback from the deck."

For additional information about simulation programming opportunities, email *mghsimulation@partners.org*.

CMS celebrates new home

THE CENTER FOR MEDICAL SIMULATION (CMS) hosted an open house on March 27 in its new home on the fourth floor of Charlestown Navy Yard's Building 39. Attendees enjoyed jazz music, food and tours of the facility – which recently relocated from the Partners Research Building in Cambridge. Led by Founder and Executive Director Jeff Cooper, PhD, CMS is one of the pioneering organizations that provides realistic simulation for training health care professionals. While it is an independent nonprofit operation originally established to serve all of the Harvard-affiliated hospitals, nearly all of its faculty and staff are members of the MGH Department of Anesthesia, Critical Care and Pain Medicine. CMS has been instrumental in helping to establish the MGH's growing simulation program, under the leadership of James Gordon, MD, director of the MGH Learning Lab and chief of the Emergency Department's Division of Medical Simulation. During the event, CMS was also honored by the MGH's Center for Integration of Medicine and Innovative Technology (CIMIT) for outstanding leadership and enduring contributions to the field of simulation. ■

HANDS-ON LEARNING:
Attendees play a teamwork game during the open house.

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IN GENERAL

Daniel B. Kopans, MD, senior radiologist in the Breast Imaging Division, has been elected chairman of the Fellows of the Society of Breast Imaging, a group of leading experts dedicated to improving breast cancer detection and diagnosis in the U.S.

William Farinelli, senior laser technician in the Wellman Center for Photomedicine for the past 38 years, received the Caroline and William Mark Award honoring his lifetime of contributions to the field during the annual American Society for Lasers in Surgery and Medicine conference in Boston on April 6. During the conference, Farinelli also shared a personal retrospective lecture, "Biomedical Laser Research: The Triumphs and Pitfalls."

Three MGHers have been elected to the 2013 class of American Academy of Arts and Sciences: **David Matthew Altshuler, MD, PhD,** of the Department of Molecular Biology and Department of Medicine; **Xandra Owens Breakefield, PhD,** geneticist in Neurology and Radiology Services; and **John Parrish, MD,** chief executive officer at the Center for Integration of Medicine and Innovative Technology (CIMIT). The society, which was established in 1780 by John Adams and other founders of the U.S., is one of the world's oldest and most prestigious honorary societies. The new class of members, comprising leaders from academia, business, public affairs, the humanities and the arts, will be inducted at a ceremony in October at the organization's headquarters in Cambridge, Mass.

The MGH was recognized on the *Becker's Hospital Review* and *Becker's ASC Review* magazines' 2013 list of the "100 Great Places to Work in Healthcare." The annual list honors institutions that offer robust benefits, wellness initiatives, professional development opportunities and work environments that promote employee collaboration and satisfaction.

The MGH was ranked on the *DiversityInc* list of Top 10 Hospital Systems for 2013 recognizing the hospital's commitment to workforce diversity shown by MGH President Peter L. Slavin, MD. *DiversityInc* is a leading publication on diversity and business.

The MGH has received the Partner Recognition Award from Practice Greenhealth, the nation's leading health care membership community that empowers its members to increase their efficiencies and environmental stewardship while improving patient safety and care. The award is given annually to health care facilities that have begun to work on environmental improvements, have achieved some progress, and have at least a 10 percent recycling rate for their total waste streams. During the ceremony, four other Partners HealthCare hospitals also were honored for their sustainability efforts. Representing the MGH was Bill Banchiere, director of Environmental Services, at far right.

MENTORING EXCELLENCE: From left, Anne Klibanski, MD, director of the Center for Faculty Development; Jerrold Rosenbaum, MD, chief of the Department of Psychiatry; Potts; Fava; MGH President Peter L. Slavin, MD; and David F. Torchiana, MD, chairman and CEO of the MGPO.

Maurizio Fava, MD, executive vice chair of the Department of Psychiatry, was honored with the 2012 John T. Potts Jr., MD, Faculty Mentoring Award during an April 10 celebration in the Trustees Room. The award – given annually by the Center for Faculty Development – recognizes senior faculty members with 10 or more years of mentoring experience at the MGH. It was created to honor Potts, who served as chairman of the Department of Medicine and physician-in-chief from 1981 to 1996, and as director of Research from 1995 to 2004. "Having known and admired Dr. Potts for years, I am extremely honored by this award," Fava said. "Dr. Potts has been a role model for all of us at MGH, and I am very grateful to all my trainees for having given me the opportunity to mentor them and for their kind and thoughtful nominations."

05.10.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

STANDING PROUD: Ives Erickson congratulates colleagues

MGH honored for nursing excellence

"CONGRATULATIONS."

With that one word, the crowd gathered in the Their Conference Room on May 6 celebrated with a standing ovation. It was official – the MGH had once again been redesignated as a Magnet organization, the highest available honor for nursing excellence. The American Nurses Credentialing Center (ANCC) designation recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice. In 2003, the MGH became the first hospital in the state to earn Magnet status. To date, fewer than 7 percent of all U.S. hospitals have received this recognition. Research demonstrates that Magnet hospitals have better patient outcomes, patient satisfaction and nursing satisfaction, as well as lower RN turnover.

"While the Magnet Recognition Program recognizes health care organizations that provide the best in nursing care, this honor truly acknowledges the MGH community as a whole. It is the depth and breadth of our community of caring, combined with our

(Continued on page 3)

Cancer Center names **the one hundred** honorees

SPRING IS FINALLY IN THE AIR, and with it comes the announcement of the MGH Cancer Center's **the one hundred** honorees for 2013, recognizing outstanding individuals or groups who have made or are making a significant difference in the fight against cancer.

During a May 7 ceremony under the Bulfinch Tent, Daniel Haber, MD, PhD, director of the Cancer Center, welcomed a large group that included some of the honorees, their family members and Cancer Center staff.

All recipients – including clinicians, caregivers, philanthropists and volunteers from all walks of life – also will be honored during an upcoming gala fundraiser on June 5 at the Westin Boston Waterfront. This sixth annual event supports vital research and patient care initiatives. This year's special guest will be actor John Krasinski, who stars in the television series "The Office." Krasinski is a Newton native and longtime supporter of the MGH.

A number of nominators spoke during the ceremony. Karen Waldstein,

(Continued on page 2)

COMPASSIONATE CARE: Waldstein and Francis hug during the ceremony

Study finds relaxation response triggers genomic changes

MEDITATION, yoga, deep breathing and prayer are all ways to evoke a physiologic state of deep rest known as the relaxation response. New research published in the journal *PLOS ONE* finds that eliciting this response triggers immediate changes in gene expression that can affect the body's immune function, energy metabolism and insulin secretion. The study was a joint effort between the Benson-Henry Institute for Mind Body Medicine at the MGH and Beth Israel Deaconess Medical Center.

"The relaxation response is like the opposite of the fight-or-flight response, which is the body's natural reaction to stress," says Herbert Benson, MD, director emeritus of the Benson-Henry Institute and co-senior author of the report. "Previous studies have shown that people experience beneficial changes to their brain while eliciting the relaxation response. And now – for the first time – this study identifies key physiological hubs through which these benefits might be induced."

The study analyzed the gene profiles of 26 healthy adults who had no experience with the relaxation response. After being taught the relaxation response and following the routine for eight weeks, their profiles were analyzed again. Researchers found significant changes in the expression of several important groups of genes within as little as one relaxation response session. They also found more pronounced changes in those who practiced the response over longer periods of time.

"When you elicit the relaxation response, your energy usage is lowered, your heart beats slower, your muscles relax and your blood pressure decreases. If practiced regularly, it can have lasting effects," Benson says. "People have been engaging in these practices for thousands of years, and our finding of this unity of function on a basic-science, genomic level gives greater credibility to what some have called 'new age medicine.'"

For more information about this study or about the Benson-Henry Institute for Mind Body Medicine at the MGH, visit *massgeneral.org/BHI*.

Thousands help to heal 'invisible wounds of war' at Home Base event

SOME 2,000 RUNNERS AND WALKERS – including hundreds of active duty military members – gathered at Fenway Park on May 4 to support clinical care, education and research to help Iraq and Afghanistan veterans and their families heal from post-traumatic stress and traumatic brain injury.

The fourth annual Run-Walk to Home Base presented by New Balance raised $1.9 million for the Red Sox Foundation and the MGH Home Base Program, bringing its total to more than $9 million. The 9K run and three-mile walk started and ended in Fenway Park, with all participants having a timed finish at the iconic Green Monster and a "photo finish" at home plate, where they also are greeted by military, Red Sox and MGH leaders. As part of the opening ceremonies, a dozen members of the Massachusetts National Guard were recognized for their efforts as first responders at the scene of the Boston Marathon attacks on Patriots Day.

HOPE AND HEALING: The MGH for Heroes team raised more than $33,000 for the Home Base Program.

"This year's run was even more meaningful in the wake of last month's Boston Marathon and the senseless violence that followed," said Red Sox Chairman Tom Werner. "Our service men and women sacrifice so much so we can be safe at home. Sadly, the traumas they experience are now the same ones affecting many of those who were injured during the Marathon bombings. It only heightens the urgency for the groundbreaking research that brilliant physicians and researchers are working on right now at Mass General."

During the past three years, Home Base has provided clinical care and support services to more than 500 Iraq and Afghanistan veterans and families and educated some 6,000 clinicians throughout the U.S. about post-traumatic stress, traumatic brain injury and the challenges faced by military families. Home Base also is engaged in cutting-edge research to improve treatment for these conditions.

"Fewer than 1 percent of Americans serve in the military, but in the wake of the terrible Patriots Day bombing, all Bostonians have a better understanding of the dangers and challenges our Iraq and Afghanistan veterans face every day on the battlefield as well as the anxiety our military families feel when a loved one is in harm's way," said MGH President Peter L. Slavin, MD. "The need to heal these 'invisible wounds' of war, which affect one in every three veterans, is more urgent than ever."

For more information, visit *www.homebaseprogram.org.* ■

— the one hundred

(Continued from page 1)

a stem cell donor who gave the gift of life to her brother with leukemia, nominated Donald Francis, RN, BSN, of the Blood Transfusion Service, who "patiently and compassionately guided her through the process of her lifesaving donation."

Lori Wirth, MD – medical director of the Center for Head and Neck Cancers and herself an honoree this year – provided an overview of the Sailing Heals program, which provides respite sailing adventures for patients and their caregivers by giving them a day at sea to forget the burdens of cancer.

And, hematologist-oncologist Amy Comander, MD, introduced the crowd to more than 20 young men dressed in pink T-shirts. As members of the St. Mary's School baseball team in Westfield, Mass., they have been fundraising for the Cancer Center since their coach's mother-in-law became a patient with breast cancer.

For more information about all of the 2013 **the one hundred** honorees, visit *www.theonehundred.org*.

MGH celebrates Nurses Recognition Week

THE MGH CELEBRATED national Nurses Recognition Week May 2-8 with a series of celebratory events, special presentations and receptions. Here, Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care Services and chief nurse, at left, joins new graduate Melissa Conklin, RN – who will work on the new Ellison 12 Medicine Unit – during a Staff Nurse Reception and Military Cake Cutting Ceremony May 2 in the Trustees Room. The pair used a vintage Army saber to cut a cake in honor of the 112th anniversary of the Army Nurse Corps.

Cancer survivor gives back to nurses

TIM QUINN puts his hands on his hips and smiles as he surveys the Lawrence House conference room, his pink dress shirt matching the bright magenta scarves and ties of the 12 professional makeup artists busy at work. Brushes of all sizes spill from black leather bags, and tubes of foundation, eye shadows and an array of lipsticks and glosses are spread across every surface in the room. Amid it all, MGH nurses hold mirrors watching as the stylists paint, brush and swipe color across their faces.

"All of these artists volunteer to come and do this," says the celebrity makeup artist and national director of Creative Artistry for Giorgio Armani Beauty. "They are so happy to be able to come here – we all love it. This really just makes us feel good to give nurses a fun afternoon."

More than 60 MGH Cancer Center nurses took part in this year's May 8 makeover event, the second one Quinn has hosted as a way to thank the oncology staff for the care he received while undergoing treatment for testicular cancer in 2007. "The nurses I had were these amazing people, and it's great that we can do this to take them away for just a moment," he says. "I could never do that job. It's just incredible what they do here every single day."

Quinn slides his arm around Kathleen Donahue, RN, of Radiation-Oncology, one of his former nurses – and now friend – and they share a laugh, as an artist applies a dash of blush to her cheeks. "I think it's a great opportunity for nurses to be slightly indulged," Donahue says. "It's always a wonderful treat to be here."

Photographs are taken of each attendee before and after their 30-minute pampering session, and each walks away with a bag of Giorgio Armani products. Quinn says he looks forward to hosting future makeover events at the MGH. "I ravel all over the world, and there is always this connection between people," he ays. "Every time I mention Mass General, someone knows someone who has been here. It's really just unbelievable what this hospital does." ■

— Magnet status

Continued from page 1)

nterdisciplinary, patient- and family-centered ractice that sets us apart," says Jeanette ves Erickson, RN, DNP, FAAN, senior vice resident for Patient Care Services and chief urse. "I thank each and every member of the MGH community for their hard work and ommitment to excellence every single day. It is true honor to work alongside such a talented nd dedicated group."

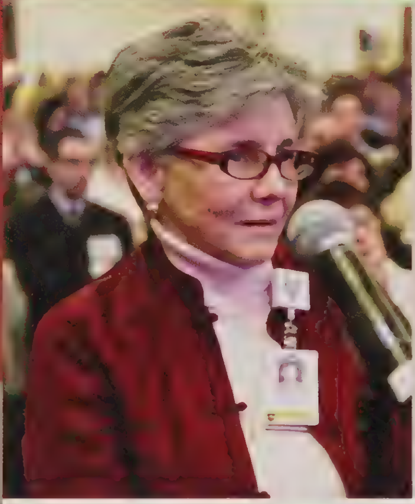
The redesignation process included a comprehensive assessment of evidence to support the hospital's claim to Magnet status, resulting in 5,024 pages describing individual and collective efforts that illustrate Magnet standards. In March, a four-person ANCC appraisal team conducted a site visit to meet with staff, patients and their families and observe what they had read about in the written evidence – reviewing every location where nurses practice. "The evidence reflected the environment of care and nursing practice throughout the MGH community, looking through the lens of the Magnet criteria," says Marianne Ditomassi, RN, DNP, MBA, executive director of Patient Care and Magnet Recognition at the MGH. "It is the staff who bring this to life every day."

MGH President Peter L. Slavin, MD, expressed his gratitude to the MGH nursing staff and congratulated them on the prestigious honor. "This recognition is a wonderful testament to what we at the MGH already know – that MGH nurses represent the heart and soul of patient care, day in and day out, providing the highest quality of care to patients." ■

05.10.13

MGH HOTLINE

Partners eCare validation sessions underway



KATHLEEN STAKES, RN, clinical nurse specialist, at left, was one of more than 280 participants representing the MGH during a recent Partners eCare Enterprise Validation Session at the Boston Sheraton Hotel. During enterprise validation, representatives from Epic – the vendor for the new Partners HealthCare electronic health record system – demonstrate how the Epic system will support clinical workflows and processes both at the MGH and across Partners. Representatives from each Partners institution are then asked to vote on each point of workflow. Partners eCare validation sessions are taking place now and will continue through June 2013. For more information, visit the Partners eCare website at *https://partnersecare.partners.org/*.

MGHers honored with Caring for Dependent(s) Travel Awards

RECOGNIZING that faculty who care for dependent family members may have difficulty traveling to meetings and conferences, the MGH Center for Faculty Development established the Caring For Dependent(s) Awards. The award is intended to help defray additional costs – extended day care, elder care and caregiver travel – while faculty members, at the instructor or assistant professor rank, are traveling to academic or society meetings directly related to their academic advancement.

"The applications for the first call reflected the many challenges that our faculty face while balancing the demands of family life with a robust academic career. We are happy to be able to provide support to our faculty from across the institution to help defray the cost of care during their academic travel time," says Anne Klibanski, MD, director of the Center for Faculty Development.

The inaugural Caring For Dependent(s) Award winners are:

Patricia Bachiller, MD, of the Department of Anesthesia, Critical Care and Pain Medicine
Pouneh Fazeli, MD, of the Neuroendocrine Unit
Phoebe Freer, MD, of the Imaging Department
Deborah Kwolek, MD, of the Primary Care Division
Sara Lazar, PhD, of MGH Psychiatry
Nicte Mejia, MD, MPH, of the Department of Neurology
Jenny Tam, PhD, of the Infectious Disease Unit
Eve Valera, PhD, of the Department of Psychiatry
Robert Yeh, MD, of the Cardiology Division
Elaine Yu, MD, of the Endocrinology Unit

A DECADE OF CARING: Revere Health Center staff

SBHC celebrates 10th anniversary

THE MGH REVERE SCHOOL BASED HEALTH CENTER (SBHC) hosted its 10th anniversary with a celebration April 24 at the Revere High School Library. For the past decade, the SBHC has provided health care services to students, teachers, administrators and parents, including the management of acute illness, sports physicals, gynecological care and mental health counseling. The clinic sees some 1,400 patients on an annual basis. "After looking back on everything we have done, it is hard to imagine Revere High School without the School Based Health Center," says Anna Berrian, nurse practitioner at the Revere Health Center.

Announcements available online
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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Three teams honored with annual Bowditch Prize

THREE INNOVATIVE TEAMS were honored with this year's Nathaniel Bowditch Prize, which recognized their significant contributions to enhance the delivery of quality patient care while also reducing the cost of that care. The annual award is named for the self-taught 19th century celestial navigator who helped raise funds for the construction of the MGH in the early 1800s.

CURRENT-DAY NAVIGATOR: Hutter, at left, is congratulated by Warshaw and Minehan.

"We don't often stop to recognize our colleagues who work continually – and many times, unnoticed – to make a difference in our everyday work lives," said David F. Torchiana, MD, MGPO chairman and CEO. "The Bowditch Prize gives all of us who work at MGH the opportunity to do just that – to acknowledge our co-workers and to thank them in a tangible way for all they have done and continue to do in developing new ways of practice and creating a workplace that is rich with creativity and individuality."

The Antimicrobial Stewardship Team, led by David Hooper, MD, chief of the Infection

(Continued on page 2)

A place for reflection

Memorial bench honors beloved MGH leader

JUST BEFORE THE START of a memorial dedication ceremony to honor the late nursing leader Keith Perleberg, the sun peeked through the clouds, and the brisk spring breeze dissipated. It was a fitting moment for those gathered to remember and celebrate a colleague and friend who had brightened their lives on a daily basis.

"Today is a day to celebrate the life of Keith in a spot he loved," said Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. "We will forever keep him in our hearts and carry his values with us."

Perleberg, RN, MDiv, who died on May 15, 2012 at the age of 59, had worked at the MGH for two decades including as a staff nurse on the Psychiatry Unit, as the nursing director for Phillips House 20 and 21, and for the five years before his death, as the first director of the Patient Care Services Office of Quality and Safety. His background as an ordained Roman Catholic priest uniquely prepared him to connect with patients both spiritually and clinically.

A bronze nameplate on the granite memorial bench dedicated to Perleberg and unveiled during the May 14 ceremony reads, "In loving memory of Keith W. Perleberg, RN, MDiv: A dear friend, cherished colleague and true champion of excellence in every way." A small card with a handwritten message – "We Miss You" – was tucked within a bouquet of flowers placed on the bench, located on the Bulfinch lawn adjacent to the nursing sundial near the steps to the Treadwell Library. It was a location Perleberg visited frequently and enjoyed thoroughly.

During the ceremony, Rev. John Polk, DMin, BCC, director of the MGH Chaplaincy, blessed the bench, and MGH President Peter L. Slavin, MD, shared his memories of his friendship with Perleberg. "I will be reminded every time I see this bench of a great man who was kind, gentle

(Continued on page 3)

— Bowditch

(Continued from page 1)

Control Unit, was recognized for improving the timeliness of appropriate antibiotic use in sick hospitalized patients while minimizing antibiotic overuse, resulting in a 9 percent decrease in total antimicrobial expenditures during the 2012 fiscal year.

The MGH Department of Surgery's Quality and Safety Program, led by Matthew Hutter, MD, MPH, was selected for its work in leading quality and safety improvements in the department and across the hospital, resulting in a 20 percent reduction in the Department of Surgery's readmission rate over the past three years.

And, the MGH Diabetes Care Redesign Group, led by Debra Wexler, MD, and Stephanie Eisenstat, MD, was honored for significant improvements in insulin management and for generating enormous momentum for diabetes care improvement across the institution. The processes they created will be implemented in all primary care practices by the Primary Care Transformation Council in the first half of 2013.

On May 12, during the 13th annual Bowditch ceremony in the Trustees Room, Andrew Warshaw, MD, former MGH surgeon-in-chief and chairman of the Bowditch Prize Selection Committee, commended each member of the winning teams and took time to thank and congratulate the other 10 groups and individuals nominated this year. "As in past years, we had a very difficult time making a decision," he said. "All the nominees were outstanding, and every effort important."

Peter L. Slavin, MD, MGH president, said, "I congratulate the winners of this year's Bowditch Prize and applaud all of you who have been nominated for this distinction. Your desire to think creatively and strengthen the already high-quality care we deliver to our patients helps make the MGH a leading health care resource for the community, the region and the world."

MGH Board of Trustees Chair Cathy Minehan said the board established the Bowditch Prize in 2000 through the generosity of Charles and Nancy Munger and the Alfred C. Munger Foundation.

PEDALING POWER:
Maxwell takes a spin on her mountain bike.

Cancer survivor stays positive by giving back to others

HEATHER MAXWELL was shocked when she was diagnosed with a type of colon cancer that wasn't found in her family's history. However, the 30-year-old also was relieved to know that the symptoms she had experienced for years – and had tried to convince herself were minor problems not to worry about – were not all in her head.

In the summer of August 2011, Maxwell began a comprehensive treatment plan at the Mass General Cancer Center. It included eight cycles of chemotherapy, almost a month of proton beam radiation and finally an aggressive surgery to remove all of her colon. All the while Maxwell maintained her full-time job as an auditor, despite having to commute almost two hours a day from her home in Brentwood, N.H. for treatments. Throughout her cancer battle, Maxwell maintained her love for bicycling. Now, cancer-free for the past year, Maxwell has turned her attention to help others facing a different medical battle.

On May 19, Heather and a group of friends who share her passion for cycling will head to Topsfield, Mass. to participate in the Tour de Cure, a 62-mile fundraising ride that benefits the American Diabetes Association. This national group sponsors rides of all lengths in 44 states to raise awareness, education and money. "It's a great cause, and I'm happy to help because my father and many of my family and friends have diabetes," says Heather. "Someday I'd love to do a similar ride to raise money for cancer research as well."

Heather credits the MGH staff and her close knit family with helping her through the past two years. "After beginning each phase of my lengthy treatment, I felt like I was visiting friends, as the staff in each area of treatment were wonderful," Maxwell says. "Without the support of my wonderful husband David and my family and friends, my journey would have been much more difficult."

She also thanks her mother, Anita Paris, RN, of the MGH Vincent Department of Obstetrics and Gynecology, for helping her remain strong. "My mother really was my wing man, my true inspiration," says Maxwell. "She visited me every single day of my treatment and kept reminding me that staying positive was the only way to get through it – and I did."

Paris on the other hand credits her daughter's determination and dedication with helping in her battle against cancer. "Her success story gives hope to others," Paris says. ■

Mootha named an HHMI Investigator

VAMSI MOOTHA, MD, of the MGH Department of Medicine and the Department of Molecular Biology, is among 27 leading biomedical researchers from across the country selected as new Howard Hughes Medical Institute (HHMI) Investigators. Beginning this fall, the five-year grant will support his continued investigation into the cellular power plants called mitochondria.

Mootha and his team have characterized the protein composition of these tiny subcellular components, developed tools that predict the function of those proteins, and are investigating the role of mitochondria in both rare inherited disorders and in common conditions such as cancer. "This is an exciting time for our laboratory," he says. "HHMI support will allow us to focus on high-risk, high-reward projects and balance our efforts evenly between fundamental research and translational medicine."

HHMI grants are designed to provide innovative researchers with flexible support that allows them to pursue findings into new, potentially unexpected directions. This year's recipients were chosen from among 1,155 applicants. In 2006, Mootha was one of the first recipients of the HHMI Early Career Physician Scientist awards. He also received a 2004 MacArthur Foundation "genius grant," led the team receiving the MGH Martin Prize for the best basic research publication of 2010, and received a 2011 Transformative Research Project Award from the National Institutes of Health. ■

MOOTHA

Goldstein named chief of the Division of Pediatric Surgery

ALLAN GOLDSTEIN, MD, FACS, director of the Pediatric Neurogastroenterology Program, has been appointed chief of the Division of Pediatric Surgery for MassGeneral Hospital *for* Children (MGH*f*C) and will lead the division's clinical, education, research and community service activities. Goldstein succeeds Joseph P. Vacanti, MD, who has held the position since 2003. Vacanti will remain as MGH*f*C's surgeon-in-chief, with a focus on building the pediatric surgical specialties.

"I am honored to have the opportunity to lead the Division of Pediatric Surgery," Goldstein says. "MGH has a long-standing and international reputation for its outstanding clinical and scientific contributions to the field of pediatric surgery. I am privileged to work with a wonderful and very talented team of surgeons, nurses, investigators and administrative staff. Together, I am confident that we can continue to build on our reputation and to move our division and the field forward."

Since 2003, Goldstein has served as the director of the Pediatric Neurogastroenterology Program and head of the MGH Neurogastroenterology Laboratory, which is focused on understanding how the intestinal nervous system develops and is organized and how it interacts with, and influences, other aspects of the intestine. Goldstein has worked extensively on researching the causes of and identifying novel diagnostic and therapeutic approaches for Hirschsprung's disease – a serious disorder of the bowel caused by the absence of nerve cells in the large intestine.

"We are all very pleased that Dr. Goldstein has accepted this position of leadership," Vacanti says. "He will ensure the future clinical and academic success of the division in this time of challenge and change, and I look forward to his joining the leadership team of MGH*f*C to help chart the future of our hospital for children."

GOLDSTEIN

— Perleberg

(Continued from page 1)

and hardworking – and was unwavering in his commitment to providing excellent patient care," Slavin said. "I hope when people come here they think about and celebrate the wonderful impact he had on all of our lives and also what he would want most, that we redouble our efforts to make an even greater difference in the lives of our patients." ■

BENCHMARK: Ives Erickson delivers remarks during the dedication ceremony.

05.17.13

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What everyone should know about mumps

ON MAY 13, the Boston Public Health Commission issued a mumps health alert after three confirmed cases – all people who had received the measles, mumps and rubella (MMR) vaccine – were reported in the city, and 11 suspected cases are currently being investigated. Mark Pasternack, MD, chief of Pediatric Infectious Disease at MassGeneral Hospital *for* Children, answers questions about the acute and highly contagious viral illness.

What is mumps and how is it contracted?

Mumps is a viral illness spread through infected respiratory secretions. It can be spread through the air when an infected person coughs or sneezes within three to six feet of another person or with direct contact with infected secretions, such as shared eating utensils or water bottles.

What are the symptoms of mumps?

Mumps begins with mild flu-like symptoms – low-grade fever, muscle aches, mild respiratory symptoms, loss of appetite and headache – and commonly causes salivary glands to swell on one or both sides of the face. Some patients may have mumps without any specific symptoms at all, and occasionally patients may have more severe symptoms.

Do only children get mumps?

Among unvaccinated individuals, mumps is most commonly a childhood illness. For vaccinated individuals, mumps commonly occurs in young adults and older individuals.

What are the possible complications?

In rare cases, patients may develop severe illness leading to inflammation of the central nervous system (meningitis or encephalitis), testes, ovaries, kidneys, heart or joints. Hearing loss and miscarriage early in pregnancy may also occur.

My child or teen was vaccinated with the MMR vaccine, should I be worried?

Mumps vaccine is highly effective and protects 80 to 90 percent of vaccinated individuals, but the protective effect of mumps vaccine may decline over time. Most vaccinated individuals who developed mumps in recent epidemics did so at least 10 to 15 years after their second vaccine dose.

What should I do if I think my child or teen has mumps?

People with symptoms suggestive of mumps, particularly with salivary gland swelling, should contact their health care providers, who can obtain the simple screening tests necessary to confirm the diagnosis of mumps. Patients with suspected mumps should remain at home for at least five days after the onset of swelling. Those with possible complications should be evaluated promptly.

I thought the mumps was an old-fashioned disease, why is it the upswing?

Mumps outbreaks are thought to develop among vaccinated individuals due to gradual loss of immune protection, possible mismatches between the vaccine and the current mumps virus strains, and increased risk of viral spread due to close contact with infected individuals among young adults. Many epidemics have been associated with an unvaccinated individual returning from overseas travel to regions where mumps vaccine is not routinely administered.

Department of Psychiatry hosts inaugural symposium

Study 7. Engagement Interview Protocol
History of Illness
Psychosocial History
Mental Status Examination
Multiaxial Diagnoses

THE INAUGURAL MGH Public and Community Psychiatry Symposium took place May 1 under the Bullfinch Tent. Organized by Derri Shtasel, MD, division director, and Oliver Freudenreich, MD, director of the MGH First Episode and Early Psychosis Program, the event provided an opportunity for staff to learn about a wide range of ongoing work related to public sector mental health and to forge new collaborations between colleagues. The formal program began with a keynote address by Albert Yeung, MD, director of Primary Care Research in the MGH Depression Clinical and Research Program, at right. It was followed by presentations from Mark Viron, MD, and Luana Marques, PhD, of the Department of Psychiatry. The event also featured a poster session showcasing the work of some 30 individuals and groups, ranging from medical students to senior faculty. ■

05.24.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Tackling disparities in a systematic way

EFFORTS TO REDUCE DISPARITIES are a priority at the MGH. This year marks the 10th anniversary of the formation of the Committee on Racial and Ethnic Disparities, created in 2003 by MGH President Peter L. Slavin, MD, in response to an Institute of Medicine report, "Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care," which found disparities in health care across the nation. The report showed that, even with the same socioeconomic background and insurance, minorities may have received lower quality care for the same clinical conditions as their white counterparts.

BETANCOURT

Ten years later, Joseph Betancourt, MD, director of the Disparities Solutions Center – who co-chairs the disparities committee along with Joan Quinlan, MPP, executive director of the Center for Community Health Improvement – discusses the progress made and the need for continued advancements.

Q. What is the task of the Committee on Racial and Ethnic Disparities?

A. The committee identifies key areas where racial disparities in health care may exist at the MGH and develops solutions to address these disparities. Since its formation, the committee has initiated a series of programs and projects to achieve health care equity for all MGH patients.

Q. What are some of the committee's most notable achievements?

A. Some of our important milestones include, but are not limited to, creating the country's first disparities dashboard in 2007, which is an annual report which monitors our quality of care at MGH by race, ethnicity and language. It is also the first publicly available report on equity in health care quality. We are also proud of a patient experience survey we administered at the MGH in both 2004 and 2012 to explore trends in patient satisfaction connected to racial, ethnic and linguistic disparities in health care. Patient care services were enhanced as a result of that data. Our programs to address disparities in diabetes and colon cancer screening also have been very successful.

Q. How does the Disparities Solutions Center (DSC) fit into these efforts?

A. The committee focuses its work at the MGH, while

(Continued on page 4)

Getz, Raje honored with endowed chairs in oncology

THE MGH HONORED two staff members this month as inaugural recipients of endowed chairs in oncology, both made possible thanks to the generosity of an anonymous donor. "The importance of endowed chairs is significant. They are intended for prominent members of the faculty and are truly an honor. But the benefits for the incumbent, the hospital and the advancement of medicine extend beyond the honorific," says MGH President Peter L. Slavin, MD. "An endowed chair gives the incumbent the flexibility to pursue his or her research when financial resources for innovative medical investigation are limited."

TRULY AN HONOR: Above, from left, David N. Louis, MD, chief of Pathology; Karen Zamecnik Pierson, Zamecnik's daughter; Getz; David P. Ryan, MD, chief of Hematology/Oncology; and Haber

Right: Haber, Raje and Katrina Armstrong, MD, chief of the Department of Medicine

Gad Getz, PhD, director of Bioinformatics at the Mass General Cancer Center and the Department of Pathology, is the first incumbent of the Paul C. Zamecnik, MD, Chair in Oncology. Zamecnik, who was a renowned senior scientist in the MGH Department of Medicine, made several fundamental discoveries related to how and when the genetic code in DNA is translated into protein molecules during his more than 50 years at the MGH.

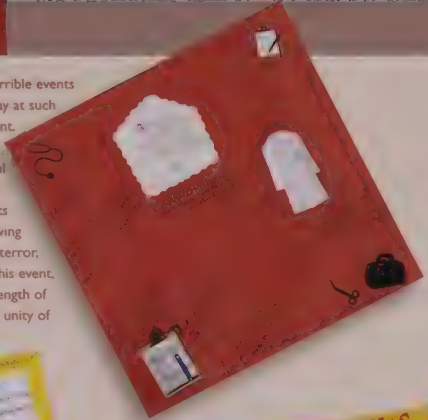
Getz was honored during a May 5 celebration at the Paul S. Russell, MD Museum of Medical History and Innovation. "I am deeply honored to be appointed to the

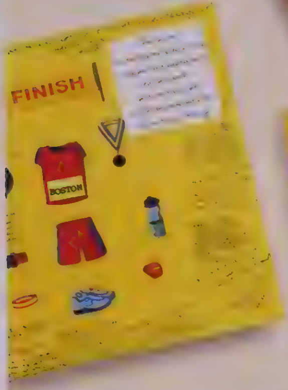
(Continued on page 4)

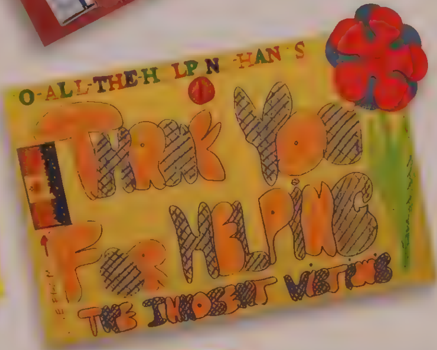
Dearest Caregivers,

HUNDREDS OF HANDWRITTEN LETTERS, cards, pictures and posters from schools, church groups and individuals across the country were sent to the MGH in the days and weeks following the Boston Marathon tragedy. Many of these well-wishes were personal thank-you's to hospital staff. The Pella Regional Health Center in Iowa created a scrapbook containing prayers and comforting words; the Arroyo Vista Charter School in California mailed a packet of letters and drawings from its second and third grade classes; and a 4-year-old in Oregon sent in a sandwich baggie filled with her worldly possessions – including an orange Crayon, pink scissors, a piece of yarn, and a letter noting, "happy is better." Also included in the numerous expressions of gratitude was a letter to staff from Massachusetts State Senate President Therese Murray, "(MGH staff's) strength, kindness and courage in the face of this unexpected event speak to the true spirit of Boston, and we will never forget their heroic actions. Please thank everyone from your trauma surgeons to your security personnel for their work during this tragedy and all that they do every day."

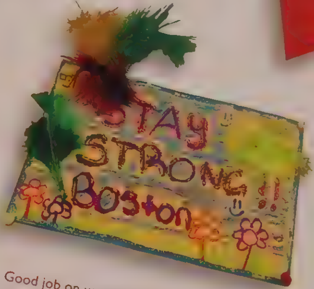
We cannot fathom the terrible events that took place on Monday at such an exciting and happy event. We wanted to let you know that we are thankful for all of your efforts and your brave and heroic acts on this day and the following days to come. The act of terror, the people who caused this event, cannot take away the strength of the city of Boston or the unity of our great country.





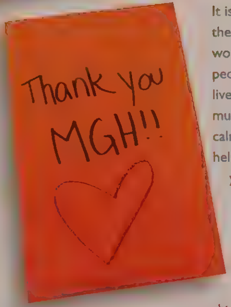


You may not be able to read this for a little while with all of the thousands of letters you receive every day, but I hope you are all doing well. If only I could be in your shoes so you can rest up because of how hard you all have been working for the past week. Me, my entire school, and the whole world are thankful for all the hard work you have put in for saving these men, women and children's lives.


STAY STRONG Boston !!

I imagine your spirits have been assaulted by the damage you have witnessed and fought against. I wanted to remind you of the gratitude that I and countless others feel for you and your efforts. Thank you. I am an elementary school teacher guiding my students' understanding of the marathon bombing and aftermath. I will be coaching my students to focus on the outpouring of practical help, love and solidarity that have responded to this crime. Your own work is evidence I will point to, reminding my students that while we cannot control the hazards of the world, we possess a collective force of will for health and healing greater than the tragedies that befall us.

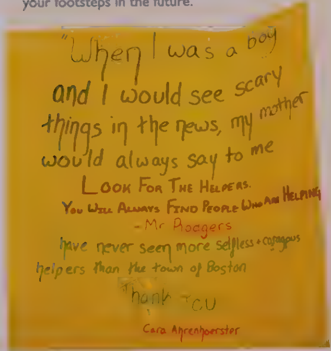
You inspire me with the dream of being a doctor. I would like to help people in the future. Seeing how you helped the people in need, curing them and making them feel better, it makes me feel good inside. I thank you again for helping people in their time of need and putting their needs before your own. You are my hero and I would like to follow in your footsteps in the future.



Thank you
MGH!!

It is really great to know that there are people like you in this world that we can depend on, people who would risk their own lives for the lives of others. It must have been hard to stay calm during this, but I know it helped the victims to see that you guys were calm.

Thank you so much.



"When I was a boy
and I would see scary
things in the news, my mother
would always say to me
LOOK FOR THE HELPERS.
YOU WILL ALWAYS FIND PEOPLE WHO ARE HELPING
- Mr Rogers
have never seen more selfless + corageous
helpers than the town of Boston
Thank [illegible]
Cara Ahrenhoerster

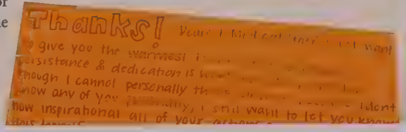
Know that you are appreciated not only by your patients, but by the entire nation. People who have never met you are spending time in prayer specifically for you right now. We are praying for strength and guidance for you. We will rejoice with you for the victories you will see in the coming days and months. And we will cry with you when things don't go so well.

Dear friends,
We are a small middle school club called The Ripple Effect, and our mission is to spread and encourage kindness wherever and whenever we can. As we all watched the news surrounding the Marathon tragedy, we were deeply touched by the outreaches of kindness we saw springing up all over, especially from those at the Boston hospitals, and so we wanted to reach out to you.

There's an old Japanese story that says that the possessors of a flock of paper cranes can be granted a wish. We have done our best to create a flock for you. They aren't all perfect – many of us have never folded a paper crane before – but we hope they will bring you joy and peace nonetheless.

Much Joy,
The Ripple Effect
Knox Trail Junior High School in Spencer, Mass.

Good job on your quick responses and quick decisions when it comes to getting things prepared for the injured around the hospital. Being organized most likely helped your team save more lives. Everyone at the hospital must have had a frightening experience with lots of wounds that you may not had ever encountered before. The bombing in Boston and you the medical team will always be remembered and will be in our history forever. Thank you for everything you have done for the injured people of Boston and for America.



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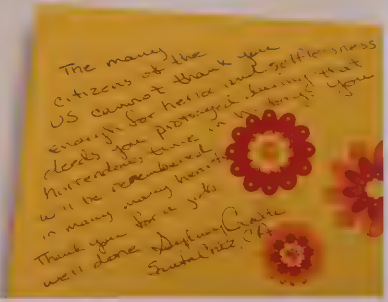

The many
citizens of the
US cannot thank you
enough for heroic and selflessness
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horrendous [illegible]
will be remembered
in many many hearts
Thank you for a job
well done

Change in *Hotline* schedule

MGH Hotline will not publish May 28 because of the Memorial Day holiday. The regular publication schedule will resume June 7.

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

Submit news tips and story ideas to *MGH Hotline*

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— *Endowed chairs*

(Continued from page 1)

first Paul C. Zamecnik Chair in Oncology. Although I never met Dr. Zamecnik, his seminal work on tRNAs, antisense therapy and deep dedication to science are exemplary and I hope I can follow in his footsteps," says Getz. "The field of computational biology, in particular cancer genomics, is revolutionizing our understanding of cancer, and I would like to help translate this knowledge to improve patient care."

Daniel Haber, MD, director of the Mass General Cancer Center, noted, "This is a phenomenal time of creativity and discovery in cancer research – like never before – and this is the time when we want our faculty to carve out new areas of investigation and blaze new trails that will lead to better diagnosis and treatment for patients with cancer. Nowhere is this more evident than in computational biology, the area of research led by Dr. Getz."

Noopur Raje, MD, director of the Center of Multiple Myeloma, was honored with the first Rita M. Kelley, MD, Chair in Oncology, during a May 21 celebration at the museum. Kelley worked at the MGH for 38 years and was one of the hospital's first women pioneers in medicine. She was an internationally known cancer specialist whose research was focused on the use of chemotherapy in treating breast cancer and the use of hormones to treat endometrial and other cancers.

"It is an incredible honor and very humbling to be named the first incumbent of the Rita Kelley Chair," says Raje. "Dr. Kelley's pioneering work in oncology coupled with her tremendous dedication to patient care will remain my inspiration and motivation to continue my research focused on improving treatment options for myeloma patients."

During the ceremony, Slavin said, "Mass General is now more sophisticated in the areas of clinical research than in Dr. Kelley's time. Progress in biomedical research has been rapid, thanks to the contributions of physician-researchers such as Dr. Noopur Raje. Dr. Raje has helped sustain and develop Dr. Kelley's legacy." ■

— *Disparities*

(Continued from page 1)

the DSC, created in 2005, takes lessons learned here and translates them into national resources. There are plenty of centers that conduct research on racial disparities, but the DSC is different because it works with leaders from health plans, hospitals and health centers across the country to take action to better identify and address disparities, improve quality of care and achieve equality for all. Joan Quinlan and the Center for Community Health Improvement, leaders at MGH and its health centers, and the Center for Quality and Safety are key, equal partners in this work.

Q. What excites you the most about your work with the DSC and the disparities committee?

A. I am excited about the fact that the MGH has taken action. We're one of the few hospitals around the country who can say we are tackling disparities in a systematic way. We are measuring and monitoring our progress in equity and developing interventions to address disparities when we discover them. We have built the infrastructure to assure that anyone who enters our doors at MGH – regardless of their race, ethnicity, culture or class – receives the highest quality of care. When they don't, we've developed immediate interventions. Our responsibility now is to continue to lead the nation in the next 10 years, as we as a team have done for the past decade. All who work or receive care at the MGH should be proud of what we have accomplished together.

For more information about the MGH Committee on Racial and Ethnic Disparities and the Disparities Solutions Center, visit the group's new website at *MGHDisparities.org.*

ENGLIGHTENING FACULTY: From left, Donna Lawton, executive director of the Center for Faculty Development, Pisano, Tarbell and Anne Klibanski, MD, director of the Center for Faculty Development

Annual Tarbell lecture series

GARY P. PISANO, PHD, the Harry E. Figgie Professor of Business Administration at Harvard Business School, was the keynote speaker at the Nancy J. Tarbell, MD, Faculty Development Lecture, hosted by the MGH Center for Faculty Development. Pisano's lecture, "Innovation in Healthcare," highlighted the importance of a coordinated, integrated approach. The annual lecture series was created to honor Tarbell, the founding director of the Office of Women's Careers at the MGH and the Center for Faculty Development, who is now dean of Clinical and Academic Affairs at Harvard Medical School. The event provides faculty with insights into professional development from highly regarded leaders.

06.07.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A GREAT RELIEF: Rattner and Cournoyer

New procedure is easy to swallow

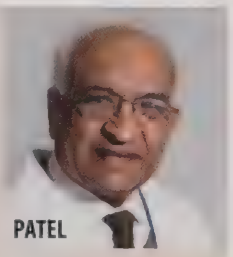
DAVID COURNOYER is actually happy he is gaining weight.

The 57-year-old North Attleboro resident sees it as a benchmark of success after undergoing a per-oral endoscopic myotomy (POEM), a new surgical treatment for achalasia. The rare disorder occurs when the muscle at the bottom of the esophagus that normally functions as a valve fails to relax, preventing food from entering the stomach. Patients with achalasia feel like they can't swallow.

"People assume that when they eat, food just falls into the stomach like water pouring out of a pitcher," says David Rattner, MD, chief of the MGH Division of General and Gastrointestinal Surgery at the Digestive Healthcare Center. "In reality, the ring of muscle called the lower esophageal sphincter opens and closes with each swallow to control transport of food and to keep it in the stomach once it gets

(Continued on page 2)

Celebration of a journey



PATEL

IT HAS BEEN ALMOST 50 YEARS since Dinesh Patel, MD, arrived in the United States from his native India and nearly 46 years since he initially began his residency in Orthopædics at the MGH. Patel, chief of Arthroscopic Surgery and pioneer in the field, shared his insights and experience during a May 9 celebration of Asian American & Pacific Islander (AAPI) Heritage Month hosted by the Association of Multicultural Members of Partners (AMMP) in the Trustees Room. During the hour-long town hall-style event, Patel spoke about his journey from India as a young physician, and shared his outlook on overcoming obstacles.

"Throughout my career, anytime I've come across a challenge I have always chosen to think positively," Patel said. "If you work hard and persist, you can do anything." As a testament to this sentiment, Patel obtained copies of the official White House proclamation declaring May as AAPI Heritage Month to distribute during the event.

In a message provided to the group, MGH President Peter L. Slavin, MD, highlighted the contributions Asian Americans and Pacific Islanders have made to the hospital and reaffirmed its commitment to eliminating health disparities.

"The impact of this community in the success of our organization will continue to grow as the number of AAPI employees grown," said Slavin. "As a health care institution it is our responsibility to work to eliminate health disparities that impact Asian Americans and Pacific Islanders. So this month there is much to celebrate and much work ahead. But we go forth ready and willing, representing many different backgrounds, but united as one MGH."

(Continued on page 4)

What people are tweeting about the MGH

THE OFFICIAL MGH Twitter handle *@MassGeneralNews* has now issued nearly 3,000 tweets and amassed more than 11,000 followers. Along with sharing news, events and information from the hospital, Twitter helps connect the MGH to people around the corner and across the globe.

Here are a few tweets MGH Twitter followers have recently shared:

@BMB656 "*@MarkRaganCEO @MassGeneralNews* gave a master class on social media crisis mgmt during the Boston Marathon bombings."

@JulieCordeiro "Little tidbits of #history posted around #MGH. Love this stuff! *@ Massachusetts General Hospital instagram.com/p/ZniMtrwTiu/*"

@daveparadis "At #MGH with Nina getting her chemo port removed. She kicked cancer's butt with the awesome team at Mass General! *@MassGeneralNews*"

@pkinsella1 "I saved up to three lives today. #donateblood #MGH"

@JeffreyNadel "One of the best articles on this debate I've read. RT *@MassGeneralNews:* #MGH's Dr. Jordan Smoller on the DSM debate: huff.to/12pO6Pg"

@PIH "Great @BostonGlobe article on #MGH guard Harold Roy's work training security staff in #Haiti ow.ly/lcYLd"

@tramitizeyou "My grams nurse, he's sooo nice and helpful #MGH"

@LexiKorns "Mass General Hospital in Boston has like, gourmet hospital food"

Follow the MGH *@massgeneralnews* and the MassGeneral Hospital *for* Children *@mghfc* on Twitter by accessing *http://twitter.com/massgeneralnews* and *http://twitter.com/mghfc.*

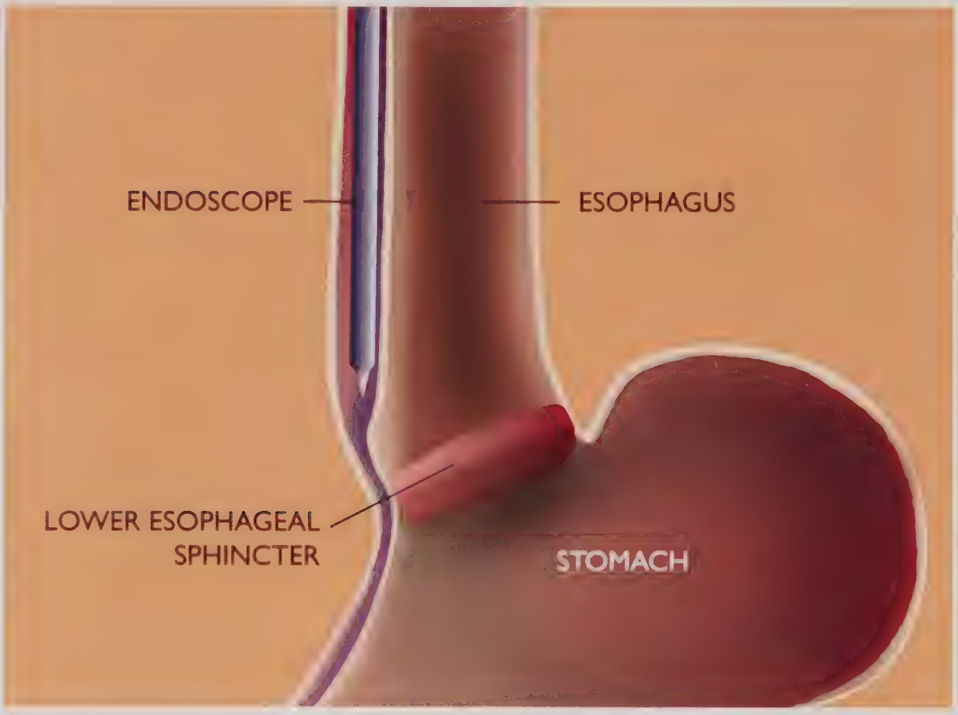
— New procedure

(Continued from page 1)

there. If it stops working, you have a big problem: it can cause choking or difficulty swallowing that is severe enough to cause extreme weight loss."

The symptoms are quite familiar to Cournoyer, who struggled with achalasia for almost three years. "Before the surgery, I felt like I wanted to throw up all the time," he says. "It was terrible, a horror show. I lost over 40 pounds. It was a really uncomfortable, scary way to live."

On April 12, Cournoyer became the first patient at the MGH and in Boston to undergo the POEM procedure. Rattner performed the procedure alongside surgeon Ozanan Meireles, MD, in under two-and-a-half hours.



Rattner says a standard way to treat achalasia is with a laparoscopic Heller myotomy, a surgery that is effective and minimally invasive, but requires four or five small cuts in the abdomen to reach the area that needs attention. Those incisions cause pain and require a certain amount of time to heal. "With the POEM procedure, we go in through the patient's mouth and, using a small knife that passes through an endoscope, make a slit in the inner lining of the esophagus to tunnel down to the sphincter muscle," explains Rattner. "We then cut this muscle so that it no longer blocks the passage of food. Once we confirm that we have relieved the blockage caused by the malfunctioning sphincter muscle, we pull the endoscope back and repair the slit."

Because there are no pain fibers in the esophagus, the patient experiences little to no pain. "Less pain usually means a faster recovery period," Rattner says.

And for Cournoyer it also means a healthy weight gain of about 15 pounds and a strong sense of gratitude. "When I woke up from surgery, I felt great. I ate some Jell-O that night and when I put it in my mouth and swallowed – it was such a weird feeling. The food went down and I didn't have any problems. I was just so relieved," he says. "I am blown away by how effective the procedure was. Dr. Rattner and this surgery changed my life."

The POEM procedure was developed by a physician in Japan, but stemmed from Rattner's Center for Integration of Medicine and Innovative Technology-sponsored Natural Orifice Translumenal Endoscopic Surgery (NOTES) research. Since 2006, the NOTES program has worked to develop minimally invasive surgical procedures using the body's natural orifices as entrance points for surgery. In doing so, the hope is to reduce pain and scarring, and to speed recovery time.

For more information on the POEM procedure and the NOTES program, visit *www.massgeneral.org/digestive.* ■

MGH research highlighted at ORCD celebration

MGH RESEARCH FELLOWS showcased their achievements at the May 22 MGH Office for Research Career Development's (ORCD) Research Fellow Poster Celebration. The event, now in its seventh year, featured some 84 abstracts; lectures by Emery Brown, MD, PhD, the Warren M. Zapol Professor of Anesthesia, and Cynthia Fuhrmann, PhD, assistant dean of Career and Professional Development at the University of Massachusetts Medical School; and an awards ceremony.

"The annual ORCD Poster Day is a special way to showcase the important work our research fellows do as integral members of the MGH research community," said Ann Skoczenski, PhD, program manager for Center for Faculty Development who helped organize this event.

EXCELLENT WORK: Shahin Nasr, PhD, shows his poster to Arash Anvari, MD.

Twelve research fellows were recognized and congratulated by Anne Klibanski, MD, director of the Center for Faculty Development and Peter L. Slavin, MD, MGH President. Posters by Jessica S. Blackburn, PhD, and Nelly M. Cruz, PhD, were recognized as the Tayyaba Hasan ORCD Posters of Prestige. Projects by Sheraz Khan, PhD, Naohiro Nomura, MD, PhD, and Benjamin Rotstein, PhD, were recognized as Posters of Distinction. Posters by Ali Daneshmand, MD, MPH, Ryan McMullin, PhD, and Kimberly Zumbrennen-Bullough, PhD, were recognized as Posters of Excellence. Projects by Karim Bouazoune, PhD, Konstantinos P. Economopoulos, MD, Parmanand Singh, MD, and Katherine Yang, PhD, were recognized as Posters of Merit.

"There were so many great posters this year, so I was surprised and honored that my work was chosen for the Tayyaba Hasan award," Blackburn said. "It's important to network and develop collaborations among peers, and the ORCD research fellow's day provides that opportunity. I always come away with new ideas to apply to my own work." ■

'After the Marathon'

TWO MONTHS after the Boston Marathon tragedy, many questions and concerns remain and many people are continuing to deal with a wide range of emotions. The MGH Senior HealthWISE program will host "After the Marathon: A Special Event for the MGH Community" to help staff, patients and visitors on the path to healing.

The program, "Wouldn't Give Nothing Up For My Journey Now: Thoughts on Change," with guest speaker Rev. Liz Walker will run from noon to 1 pm June 11 in the O'Keeffe Auditorium. Walker is an ordained minister, entrepreneur, television journalist, documentary film producer and humanitarian, most recently working in the war-torn country of South Sudan. Introductory remarks will be given by MGH President Peter L. Slavin, MD. To RSVP, call 617-643-6302.

Spaulding relocates to CNY

ON APRIL 27, Spaulding Rehabilitation Hospital moved 112 inpatients from its former home on Nashua Street to its new location at 300 First Avenue in the Charlestown Navy Yard. This marks the first new replacement hospital in Boston in more than 30 years.

Hospital officials said the 262,000-square-foot, 132-bed facility houses an aquatic therapy center, with a large therapy pool and a smaller resistance training pool. The grounds feature an extensive therapy garden and incorporate a variety of surfaces, such as sand, cobblestones, concrete stairs and a boardwalk. Nature, light and the outdoors were incorporated into the design to aid in the healing process. All patient rooms are private and line the exterior of the building so they receive the maximum amount of natural light. All aspects of the hospital were created to be both functional and provide therapeutic value.

06.07.13

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Submit news tips and story ideas to *MGH Hotline*

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IN GENERAL

Sally Millar, RN, MBA, director of MGH Patient Care Services (PCS) Informatics and interim director of PCS Financial Management Systems, received the American Association of Critical-Care Nurses (AACN) Marguerite Rodgers Kinney Award for a Distinguished Career. The award recognizes extraordinary professional achievements and contributions that advance the organization's mission to promote a health care system that is driven by the needs of patients and families.

Matthew Smith, MD, PhD, director of the Genitourinary Malignancies Program at the MGH Cancer Center, received the Jack Colbert Award from the Massachusetts Prostate Cancer Coalition. The award is given by the organization's board of directors to a distinguished individual in the medical community who has significantly advanced the fight to conquer and cure prostate cancer through research and/or practice.

The MGH Cancer Center, home of an Avon Foundation Breast Cancer Center of Excellence, received a $750,000 grant to fund research that examines the association between pregnancy and breast cancer risk, as well as fund programs to help low-income women receive breast cancer care at the Avon Center at the MGH and five neighborhood health care centers – including Chelsea, Geiger Gibson, Mattapan, Neponset and Harbor community clinics. The MGH was one of nine organizations that received a grant following the 11th annual Avon Walk for Breast Cancer in Boston in May, which raised more than $4 million to advance access to care and fund breast cancer prevention and treatment research programs.

The MGH Neurological Clinical Research Institute and Prize4Life, a nonprofit organization whose mission is to accelerate the discovery of treatments and a cure for amyotrophic lateral sclerosis (ALS), received a Best Practices Award at the 2013 Bio-IT World Conference & Expo. The award recognizes the creation of the Pooled Resource Open-access ALS Clinical Trials (PRO-ACT) platform. The dynamic database helps to accelerate discovery, development and delivery of future ALS treatments by housing the largest dataset from completed Phase II and III clinical trials in ALS. The platform enables the merging of data from global clinical trials, generating a valuable resource for the design of future trials and the identification of novel correlations and disease biomarkers.

Stephen Black-Schaffer, MD, FCAP, associate chief for education and training in the Department of Pathology, has been chosen to serve on the Centers for Medicare and Medicaid Services (CMS) Evidence Development and Coverage Advisory Committee. CMS appoints a pool of 100 experts working in clinical and administrative medicine to serve on the committee. Members present an unbiased and current deliberation of state-of-the-art technology and science. They also review and evaluate medical literature, technology assessments, and examine data and information on the effectiveness and appropriateness of medical items and services that are covered under Medicare, or that may be eligible for coverage under Medicare.

HELPING HANDS: Volunteers Mara Bloom, executive director of the Cancer Center, and Lourdes Barros, clinical team leader of the Social Service Department

THE MGH RECENTLY COLLABORATED with the American Cancer Society Hope Lodge in Jamaica Plain to host an informal barbecue dinner for patients and MGH Cancer Center caregivers. The Hope Lodge Center provides cancer patients and their caregivers with a free, temporary place to stay when they are traveling from out of town to receive treatment in Boston. More than 40 percent of patients who use Hope Lodge are MGH Cancer Center patients. In recognition of the Hope Lodge's commitment to make Boston's world class cancer treatment centers available to all, the MGH has pledged $2.4 million toward the capital development of the facility over the past five years.

— Journey

(Continued from page 1)

Dee Dee Chen, AAMP executive board chair, said, "Dr. Patel's story and insights were extremely inspiring. From a personal standpoint it prompted me to reflect on my own experiences and reminded me to overcome challenges by working toward change instead of letting frustration become a distraction."

Patel – often referred to as the grandfather of arthroscopic surgery and the namesake of the Dr. Dinesh Patel Arthroscopy Learning Laboratory in the Sports Medicine Service – reminded attendees of the importance of making the most of every opportunity.

"When presented with opportunities you must take each one positively," he said. "MGH has given us the ladder to climb and society is giving us the opportunity to serve so we could be part of this melting pot."

06.14.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating Operations Support Staff Day

HALIM LAANANI smiled at the plaque in his hands, honoring him as this year's Ricardo Diaz Memorial Award winner. "I feel good – a little embarrassed, but it's very, very nice," the unit service associate on Ellison 16 said. "I feel like I'm with my family when I'm here at MGH. We all work together to help the patients and the families of the patients. It's really a team."

More than 4,500 employees were recognized June 10 as part of the annual Operations Support Staff Day, which included the awards ceremony in memory of Diaz, a hardworking and beloved staff member who tragically lost his life while plowing snow at the hospital in 2003. George Reardon, director of Patient Care Services Clinical Support Services, outlined why Laanani was selected as the person who best exemplifies the dedication and high standards that Diaz brought to his job. "Halim is always helpful, accommodating and very, very positive," Reardon said. "Because of his positive attitude, he is the go-to person on our unit team. He is friendly, approachable to everyone on the unit and has earned the respect and admiration of everyone who has ever had the pleasure of working with him."

CELEBRATORY SMILES: From left, Slavin, Laanani, Reardon and Elrick

During the event, Jean Elrick, MD, senior vice president of MGH Administration, read the names of each of the 40 employees nominated for this year's award. "This is the most nominees we have ever had," Elrick said. "This really shows how wonderful our staff is and how each and every one of you works every day to provide for our patients."

MGH President Peter L. Slavin, MD, thanked Operations Support Staff members for the crucial roles they play in keeping the hospital operating smoothly and efficiently. "We have the

(Continued on page 4)

Honorees shine at sixth annual MGH Cancer Center gala

ON JUNE 5, THE MGH CANCER CENTER hosted the sixth annual **the one hundred** gala. Hosted by actor and Newton native John Krasinski, the fundraiser attracted some 900 attendees, raised more than $1.3 million, and honored 100 individuals and organizations for their commitment and contributions to the fight against cancer.

Honorees were selected from nearly 750 nominations received from across the country and represent scientists, caregivers, patients, advocates, volunteers and philanthropists of all ages and backgrounds. Money raised through **the one hundred** supports cancer research, patient care, education programs and community outreach at the Cancer Center. During the event, Daniel Haber, MD, director of the Cancer Center, said, "I promise you that every year we will celebrate **the one hundred** until cancer is no longer the scourge that it is today."

Several honorees were highlighted during the evening program, including Stephanie Quinn, MSW, LICSW, oncology clinical social worker in the MGH Inpatient Medical Oncology Unit. Quinn was recognized for arranging a memorable event where the dean of Worcester Polytechnic Institute presented a patient, a senior at the school, with his diploma just 12 hours before he died. Bruce Chabner, MD, director of Clinical Research at the MGH, was honored as an oncology pioneer and beloved teacher. And, honoree Ann Murray Paige shared insights from her inspiring journey after being diagnosed with breast cancer at age 37, telling the audience, "Cancer is hard ... but you make it easier."

The 2013 **the one hundred** was co-chaired by The Kraft Group President

(Continued on page 2)

Research roundup

TREATING ALZHEIMER'S: MGH investigators have determined that the recently identified CD33 gene, which contributes to the risk of late-onset Alzheimer's, regulates the clearance of the toxic protein amyloid beta (A-beta) from the brains of patients with the disease. The research, published in the journal *Neuron*, raises the possibility that blocking CD33 activity could help the brain's immune system remove the brain plaque responsible for Alzheimer's. "What we discovered is that CD33 is a key switch and when the switch is off and it is deactivated, there is more clearance of that toxic protein," says Rudolph Tanzi, PhD, director of the Genetics and Aging Research Unit in the MGH Department of Neurology and senior author of the paper. "This could represent a potentially powerful new approach to treating and possibly preventing Alzheimer's disease."

TREATING OBESITY: New research shows the amount of weight loss one can expect after gastric bypass surgery can be predicted using a specific gene variant. The findings, published in the *American Journal of Human Genetics*, could potentially guide treatment planning and spark the development of new therapeutic approaches to treating obesity and related conditions such as diabetes. Lee Kaplan, MD, PhD, director of the Obesity, Metabolism and Nutrition Institute at the MGH and senior author of the report, says the medical community once thought patients lost weight after gastric bypass simply because their stomachs were smaller, which forced them to eat less. But, past studies have shown the surgery also alters hormones, gut microbes and the activity of genes. "This is the first study to identify genetic predictors of weight loss after bariatric surgery," Kaplan says.

Cooking up confidence

EMPOWERING FAMILIES at risk for hunger or obesity with the skills, knowledge and confidence to make healthy and affordable meals is the goal of the Share Our Strengths: Cooking Matters education program. These six-week, hands-on nutrition sessions have been offered for the past two years through a partnership between the MGH Chelsea HealthCare Center and the Boys & Girls Club of Chelsea.

The classes combine collaborative food preparation – using nutritious, readily available, low-cost, culturally appropriate ingredients – with essential information such as instructions on how to read nutrition facts panels and use calorie-counting programs. At the end of each class, participants take home a bag of ingredients so they can practice preparing the recipes taught that day.

During the group's most recent session in early June, Revere resident Tom Babson said he enrolled in the class – which has been taught in English, Spanish, Arabic and American Sign Language – to learn how to cook healthy meals on a budget. Revere resident Vanety Ocampo, a native of Columbia, said, "I enrolled in the course to learn more about cooking the healthy foods that I see in the markets that I don't know."

"This course is an example of Mass General's strong interest in addressing the 'social determinants' of health. By improving the community's access to healthy foods, we help to improve the health and well-being of the people in that community," said Melissa Dimond, manager of Community Initiatives/Healthy Living for Community Health Improvement at MGH Chelsea, part of the MGH Center for Community Health Improvement.

For more information on the Food for Thought program, call Benjamin Brennan, coordinator of Food for Families at MGH Chelsea, at 617-887-3575. ■

HEALTHY HELPINGS:
Chef Brian Swan, top left, teaches the June 4 Cooking Matters class

— *the one hundred*

(Continued from page 1)

Jonathan Kraft and his wife Patti, and Vicary Graham, regional president at BNY Mellon Wealth Management. During the event, Kraft paid tribute to the 2013 Mass General Marathon Team: Fighting Kids' Cancer ... One Step at a Time. Many members of the team joined him onstage, including team captain Howard Weinstein, MD, chief of the MassGeneral Hospital *for* Children Hematology-Oncology Unit, who presented Kraft and Krasinski with Boston Marathon medals.

In a video message from Cambridge, England, where he is currently filming a movie, actor Matt Damon recommitted to coming back to host **the one hundred** in 2014, along with his pal and "pinch-hitter" Krasinski. Damon hosted both the 2011 and 2012 events.

To view videos from the event, read about this year's honorees, and submit nominations for the 2014 **the one hundred,** visit *www.**theonehundred**.org.* ■

From Sudan to Boston: Hope, healing and heroes

ON APRIL 15, LIZ WALKER was enjoying the afternoon tending the garden of her Jamaica Plain home. Although she heard the hum of helicopters and the distant scream of sirens, Walker was unaware of the devastating attacks that had occurred only two miles away at the finish line of the Boston Marathon. "I thought it was just another day," the former television journalist said. "I had no idea the kind of insanity that was going on in the city."

WALKER

For Walker, now an ordained minister and documentary film producer, the experience transported her back some 12 years to the first time she stepped off a plane in South Sudan. There to report about a story about Bostonians working to end slavery in the war-torn country, Walker vividly recalls the encounters she had with residents who had spent their entire lives surrounded by violence, death and destruction. "It really struck me – how can this go on in the world and the world still goes on?" Walker recalled. "Sudan changed my world view, and I think that was God's intention – for me to learn lessons about hope so I can help teach them to the rest of the world."

Walker shared her experiences during a program hosted by MGH Senior HealthWISE, "After the Marathon: A Special Event for the MGH Community," on June 11. Walker said that first visit to Sudan marked the beginning of a new passion and commitment to giving back, and she has since returned two times each year, helping to build a school for girls. Despite continued violence and destruction within the villages she visits, Walker said she also has been able to see positive changes and most importantly sees that hope for a better future remains. "You have to work at hope. You have to be hope," Walker said.

During her talk, Walker thanked the MGH staff for being on the front line of the healing process in the days, weeks and months following the tragedy at the Marathon. "We have to hold on to each other, and that's what this city did so well after the Marathon," Walker said. "'Boston Strong' shows the best of who we are and what we can do during the worst of times. People all over the world are doing the same thing, and we have to lift them up and help them through their difficult times. Heroes are made when extraordinary times happen." ■

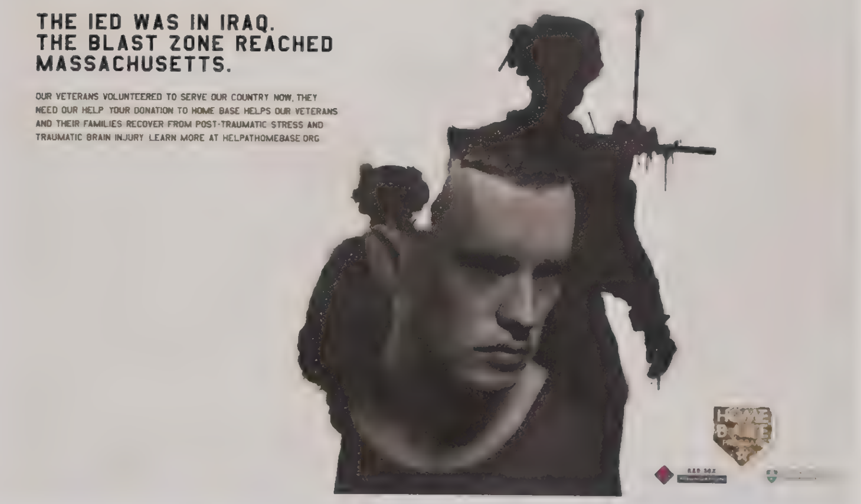
Home Base launches public service ad campaign

THE RED SOX FOUNDATION AND THE MGH HOME BASE PROGRAM have launched a public service advertising campaign designed to increase awareness for the "invisible wounds of war" – Post Traumatic Stress (PTS) and Traumatic Brain Injury (TBI) – which affect one in three returning Iraq and Afghanistan veterans. The campaign also is intended to raise funds to support Home Base's clinical, education and research services to enable veterans and their families to recover.

The campaign, launched during June's PTSD Awareness Month, includes print, radio, online and electronic billboard advertising. Developed *pro bono* by the Hill Holliday advertising agency, all of the ads feature messages about PTS and TBI and encourage viewers to visit *www.helpathomebase.org*. To develop the campaign, Hill Holliday staff met with veterans of the Iraq and Afghanistan conflicts as well as military families who have received help at Home Base. A special feature of the advertising campaign is a "Beetle Bailey" cartoon developed exclusively in support of Home Base by renowned cartoonist Mort Walker, which will appear in the *Boston Globe* on June 16.

"These messages are timely and urgent. Although the U.S. war in Iraq has ended and troops are returning from Afghanistan, it is critical that we remember that, for many veterans and their families, these wars have not ended and the return home has meant nightmares and difficulty sleeping, no longer feeling safe in everyday places, trouble concentrating, severe headaches and family stress," said retired Brig. Gen. Jack Hammond, executive director of Home Base.

A number of media outlets have contributed thousands of dollars in advertising space and time for the Home Base effort including: *The Boston Globe*, Clear Channel, MLB, Jumptap, Millennial Media, WHDH, AdSpace and JCDeceaux.


THE IED WAS IN IRAQ.
THE BLAST ZONE REACHED MASSACHUSETTS.
OUR VETERANS VOLUNTEERED TO SERVE OUR COUNTRY NOW, THEY NEED OUR HELP. YOUR DONATION TO HOME BASE HELPS OUR VETERANS AND THEIR FAMILIES RECOVER FROM POST-TRAUMATIC STRESS AND TRAUMATIC BRAIN INJURY. LEARN MORE AT HELPATHOMEBASE.ORG

Since its founding in 2009, Home Base has provided clinical treatment for more than 600 veterans and family members from Massachusetts and the New England area, and educated some 7,500 clinicians nationwide to recognize PTS and TBI in their practices.

06.14.13

MGH HOTLINE

Preserving Padi

THE MGH'S 2,500-YEAR-OLD EGYPTIAN MUMMY Padihershef, along with his inner coffin, was moved to a new custom-built horizontal display case during the weekend of June 7. Employees and the public were invited to visit the Ether Dome – "Padi's" home since 1823 – to observe the restorations, part of a multi-phased conservation effort sponsored in part by an anonymous donor and the MGH Paul S. Russell, MD Museum of Medical History and Innovation. Conservators trained in restoring ancient artifacts spent the weekend cleaning and stabilizing both the mummy and his coffin. Earlier this year, Padi received a full-scale medical investigation, including full body X-ray and CT scanning, into what his life and health would have been like some 2,500 years ago, when he was a 40-year-old stonecutter from the Necropolis in Thebes. ■

TOUCHING UP:
Conservators, clockwise from top left, Rebecca Barber, Mimi LeVeque and Kelly Richmond

— *Celebration*

(Continued from page 1)

finest, most dedicated employees in Boston, and they make the MGH the truly wonderful place that it is," Slavin said. "Each of you has a very important role in making sure that our patients get the best care, our young clinicians get the best training, our researchers keep making life-saving discoveries, and that we keep benefitting the community around us."

In addition to the event, posters highlighting the many Support Services departments and employees are now on display in the main lobby.

2013 support staff accomplishments

- Biomedical Engineering inspected more than 49,000 medical devices last year.
- Buildings and Grounds maintains approximately 6 million square feet of space in 24 buildings.
- Environmental Health and Safety supports operations at 28 MGH-licensed facilities plus several other off-sites.
- Environmental Services schedules 21,500 conference room requests and special setups.
- Mail Services sorts mail into more than 500 mailboxes for MGH locations and Partners affiliates.
- Linen Services assesses and restocks more than 100 areas per day with clean linen across the main campus and off-site locations.

Announcements available online
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06.21.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Dream come true: MGH researcher selected as NASA astronaut trainee

OUT OF THIS WORLD: Meir experiences weightlessness during a ride in a KC-135A plane, nicknamed the "vomit comet," while attending Brown University in [illegible]

WHEN JESSICA MEIR was 5 years old, she drew a picture of what she wanted to be when she grew up. Thirty years later, the PhD and assistant biologist in the MGH Department of Anesthesia, Critical Care and Pain Medicine recalled that crayon creation when discussing how her dream of becoming an astronaut may now become a reality.

"It's quite a surreal experience," the 35-year-old Meir says about the June 17 announcement that she was one of eight people selected to be NASA's newest astronaut trainees. According to NASA, the 2013 astronaut candidate class will help the agency push the boundaries of exploration and travel to new destinations in the solar system. They will be some of the first to launch from U.S. soil on commercial American spacecraft since the retirement of the space shuttle. Meir will begin training at NASA's Johnson Space Center in Houston, Texas in August.

"I'm very, very excited and thrilled to become part of the NASA team and to play a role in the NASA human spaceflight program," Meir says. "Hopefully one day members of our class will be flying on international space station missions. And beyond that, NASA is preparing for asteroid missions and perhaps to Mars one day as well. It would be very exciting to play a role in any of that."

Meir, a comparative physiologist, has spent much of her career studying animals that live in extreme environments, from the diving

(Continued on page 2)

BALANCING WORK AND LIFE: From top left, Chu, Zanni and Shenoy; bottom row, Gerstner, Claflin and Kenet.

Claflin award winners honored

THE WORDS ARE SCRAWLED on a note Tatiana Sitnikova, PhD, hangs in her MGH Department of Psychiatry office: "My mom is fun! She likes to work. She always works. But the best thing about my mom is she loves me." Her daughter's sentiments are especially poignant for the researcher and 2011 Claflin Distinguished Scholar Award recipient who says the prize helped her maintain a balance in her work and home life, something both she and her children are grateful for.

Similar reactions were shared by several other previous awardees – now totaling 88 since the program's inception in 1997 – during this year's annual luncheon celebration on June 12. The awards are named after Jane Claflin, an honorary trustee and long-time champion of women in academic medicine at the MGH. They provide two years of

(Continued on page 3)

06.21.13

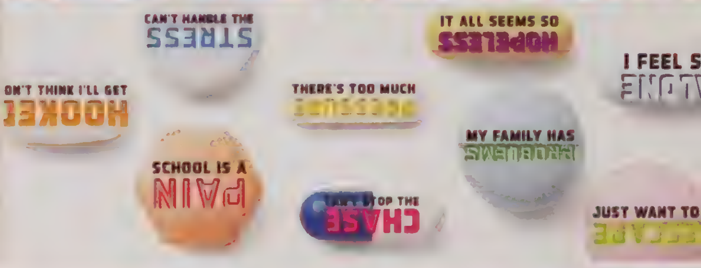
Prescription drug awareness focus of Charlestown campaigns

THREE LARGE BOXES filled with unused and expired prescriptions, including 30 bottles of controlled substances, were recently removed from Charlestown following the Take Back prescription drug disposal day on June 15. The Charlestown Substance Abuse Coalition (CSAC), supported by the MGH Center for Community Health Improvement, organized the community's fourth annual event to bring awareness to the dangers of prescription drug abuse and the lack of proper drug disposal.

Karen M. Ryle, MS, RPh, associate chief of MGH Pharmacy for Ambulatory Care, oversaw the process. "Take Back events are important because they make sure unused drugs are disposed of in a safe and timely manner," Ryle said. "Throwing used medications down the toilet or into the trash is not a safe environmental disposal method." Residents who dropped off their unused prescriptions received a $5 gift card from a local merchant.

This year's event was held in conjunction with Turn It Around, a new social marketing campaign sponsored by CSAC that targets teens and prescription drug abuse. The campaign incorporates insights from the coalition's youth group featuring messages directed at teens who use or consider using prescription drugs due to stress and depression, social pressure, family issues and feelings of wanting to escape. CSAC's youth group mounted posters throughout the neighborhood and distributed T-shirts, stickers and buttons with positive messages aimed at youth who want to avoid or stop prescription drug abuse. Plans are underway for the campaign to appear on area subway and bus shelter signs.

In addition, the Turn It Around campaign has created forums on social media outlets Facebook *www.facebook.com/TurnItAroundCharlestown* and Twitter *@turnitaroundctn* where teens can share their feelings, address their stressors in healthy ways, and receive information about helpful community resources to overcome prescription abuse or addiction. A resource handout also is available in pediatricians' offices and at the MGH Charlestown HealthCare Center.



TAKING CONTROL: Ryle, at right, with Shannon Lundin, community outreach coordinator from the Charlestown Substance Abuse Coalition. Below, a Turn It Around Campaign poster.

— *Astronaut*

(Continued from page 1)

physiology of emperor penguins in Antarctica to birds in the Himalayas that migrate at altitudes where oxygen is very limited. "I think this research – and the critical-thinking skills that are involved and the operational skills I've acquired along the way – will carry over into the spaceflight environment, as well as with humans operating in other very extreme environments," Meir says.

Since the initial astronaut class of 1959, NASA has selected and trained 330 astronauts. The 2013 astronaut candidate class comes from the second largest number of applications NASA has received – more than 6,000. Meir says she initially applied for the program in 2009 but was not chosen. "So I applied again and was lucky enough to make it to the final round again," Meir says. "Actually getting the call and finding out that I was selected was still very surprising, with the numbers and chances being so small and with all of the amazing applicants that I met and interviewed with, I didn't necessarily think that it would end up happening. It's really exciting."

Meir says she is grateful for the support she has received from the MGH and her colleagues. "People are really, really excited, and I think this type of exploration plays a big role in a lot of people's hearts," Meir says. "I've also been incredibly fortunate to have incredible mentors throughout my career, both professionally and personally – including Warren Zapol, MD, former chief of the MGH Department of Anesthesia, Critical Care and Pain Medicine. Working with these individuals has really shaped me. These people are not only amazing top-notch scientists, but also wonderful, caring people who are really just a pleasure to work with and learn from. That definitely has had an invaluable impact on my life." ■

FLYING HIGH: Meir at the MGH and in Antarctica

Madariaga named as cardiothoracic scholar

OUTSTANDING LEGACY: From left, Madsen, Madariaga, Daggett and Thor Sundt, MD, chief of the Division of Cardiac Surgery

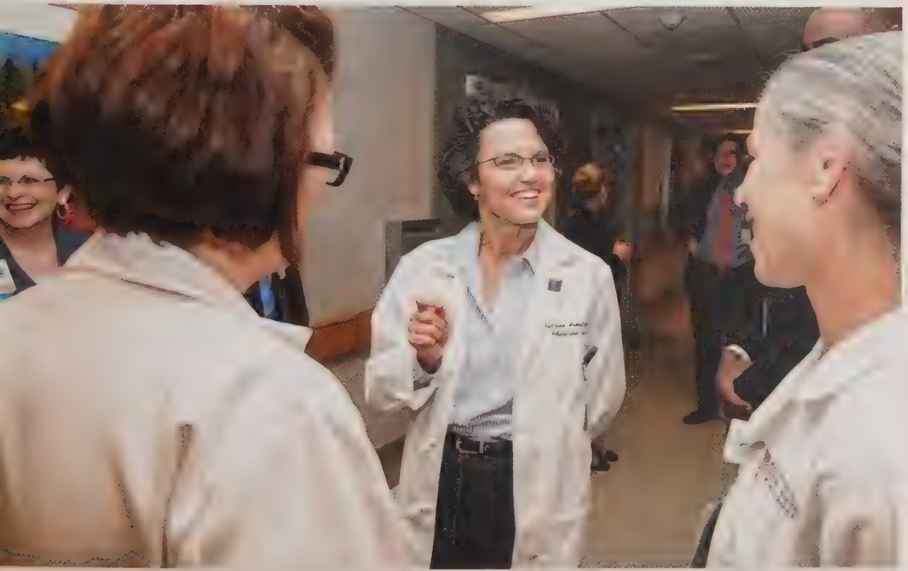
SINCE ITS CREATION IN 2008, the Willard Daggett Cardiothoracic Scholar award has been given to 11 residents pursuing cardiothoracic research who best embody its namesake's legacy of outstanding clinical work and scientific research. This year's honoree, Maria Lucia Madariaga, MD, was recognized for her research focusing on ways to conduct heart and lung transplants with methods that do not require immunosuppressive drugs.

"I am grateful to Dr. Daggett and the cardiothoracic surgical community for sponsoring this award," Madariaga says. "I think it's important for surgeons to ask questions and do research. The Daggett award recognizes the importance of physician-scientists and will support me in my efforts."

The scholarship was created to honor Daggett, a retired MGH cardiac surgeon who founded the MGH Laboratory of Surgical Cardiovascular Physiologic Research and developed numerous techniques that better protect the heart during heart and lung bypass surgery.

"Dr. Daggett is a pioneer in cardiac surgery who mentored hundreds of surgical trainees during his amazingly productive 50-year career at the MGH," says Joren C. Madsen, MD, DPhil, director of the MGH Transplant Center and co-director of the MGH Transplantation Biology Research Center, who manages the scholar program. "This annual award honors the many scientific advances that Dr. Daggett made to the field of cardiothoracic surgery and hopefully inspires the next generation of surgeon/scientists to achieve their own goals."

Madariaga was honored during the annual Mortimer Buckley, MD Lecture in Cardiac Surgery on May 30 in the Bigelow Ampitheater. ■



OPENING CEREMONY: Katrina Armstrong, MD, MSCE, physician-in-chief of the MGH Department of Medicine, center, was one of several staff members who spoke during a special June 10 opening ceremony of Ellison 12 as an inpatient General Medicine Unit. The 36-bed unit – created to alleviate overcrowding in the Emergency Department and address ongoing capacity challenges throughout the hospital – is expected to be fully operational by July 15.

— *Claflin awards*

(Continued from page 1)

funding to sustain research productivity during an investigator's child-rearing years.

"It is an honor to have both past and present Claflin award winners here," said Nancy Rigotti, MD, director of the Office for Women's Careers in the Center for Faculty Development. "And we are happy to have Jane in attendance. She is a longtime supporter and a major force behind MGH's efforts to support the advancement of our women faculty."

The 2013 recipients are: Catherine Chu, MD, MA, of Pediatric Neurology; Elizabeth Gerstner, MD, MMSc, of the Division of Neuro-Oncology; Tal Kenet, PhD, of the Martinos Center for Biomedical Imaging; Erica Shenoy, MD, PhD, of the Division of Infectious Diseases; Basak Uygun, PhD, of the Center for Engineering Medicine; and Markella Zanni, MD, of the Neuroendocrine Unit.

"The Claflin award will help to make this project much more successful," said Gerstner, about her research on glioblastomas, an aggressive malignant primary brain tumor. "Another reason why the Claflin award is so important is that it will allow me to spend more time with my two-and-a-half-year-old twins, and I can show them that women can advance in medicine. And the next time I'm talking to you, I may be able to tell you, 'I cured cancer.'"

During the ceremony, Rigotti also announced that in May three previous Claflin award winners were promoted to full Harvard Medical School professorships. Sylvie Breton, PhD, of the Renal Unit, Rochelle Walensky, MD, of the Department of Medicine, and Sabine Wilhelm, PhD, of the Department of Psychiatry, were recognized during the event.

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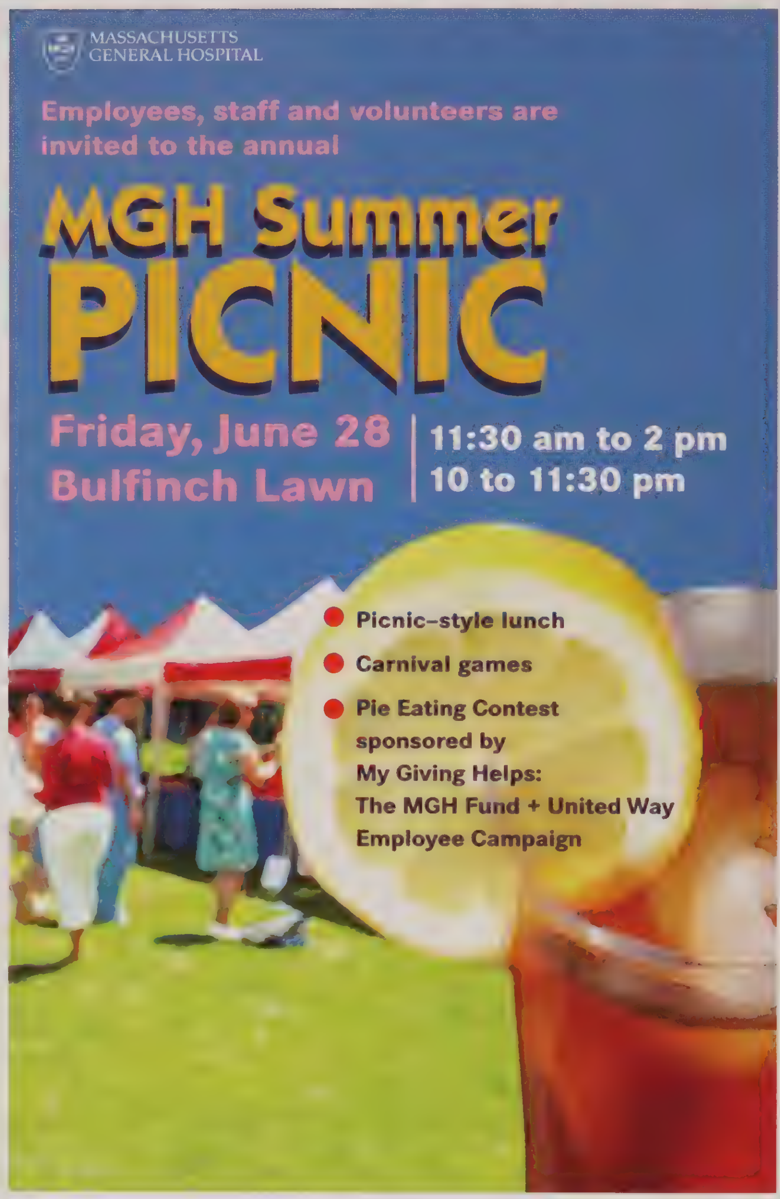
IN GENERAL

For the fifth time, AARP has named the **MGH** to its list of Best Employers for Workers Over 50. The award recognizes companies that have set outstanding examples through programs that help retain, retrain, engage and recruit older workers. The MGH was honored for its innovative benefits including financial and retirement planning, dependent care and flexible work options. The MGH also was commended for using senior placement agencies to target more mature workers and retirees and offering retirees temporary work assignments, consulting and contract work, as well as part-time work and volunteer opportunities.

Karen M. Ryle, MS, RPh, associate chief of MGH Pharmacy for Ambulatory Care, has been elected president of the National Association of Boards of Pharmacy. Ryle will work to strengthen the association's crisis management planning to ensure that member boards receive the necessary assistance to protect public health, should a patient safety crisis arise. Ryle previously served one year as the association's president-elect and one year as treasurer.

Gaurav Singal, MD, a resident in the MGH Department of Medicine, was honored with a 2013 Massachusetts Medical Society Information Technology Award. The award recognizes the development of an information technology tool that helps physicians practice medicine or pursue clinical research. Singal was honored for his project, "QPIDMed: Automated Chart Biopsy of the EMR Using Natural Language Processing."

On June 6, the **MGH Center for Cancer Research (CCR)** celebrated its 25th anniversary of scientific achievements and progress in cancer research. The celebration included a research symposium that featured presentations from both alumni and current CCR faculty. The keynote address was given by James Allison, PhD, professor and chair of the Department of Immunology at the University of Texas, MD Anderson Cancer Center, who received the eighth annual MGH Award in Cancer Research for his notable contributions to the field of cancer immunotherapy. The award, presented by Daniel Haber, MD, director of the MGH Cancer Center, is given in memory of Nathan and Grace Shiff in recognition of outstanding achievements in cancer research.



MASSACHUSETTS GENERAL HOSPITAL

Employees, staff and volunteers are invited to the annual

MGH Summer PICNIC

Friday, June 28
Bulfinch Lawn

11:30 am to 2 pm
10 to 11:30 pm

- **Picnic-style lunch**
- **Carnival games**
- **Pie Eating Contest sponsored by My Giving Helps: The MGH Fund + United Way Employee Campaign**

Enterprise Vault: A new way to manage email

BETWEEN NOW AND THE SUMMER of 2014, MGH employee email accounts will gradually be moved to the Enterprise Vault system, a new tool that eliminates concerns about storage quotas, or being sent to "email jail."

More than 1,200 users are scheduled to move to the Enterprise Vault each week. Information Systems will notify staff as their migration date approaches and will provide training resources, including training videos demonstrating how the system works with Microsoft Outlook.

New employee accounts are automatically set up with Enterprise Vault. Upon their start, they will receive a welcome message with a link to documentation and the information videos.

For more information, access the intranet: Partners Application > Utilities > Enterprise Vault.

06.28.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

It takes a team

SECONDS COUNT: MGH staff and Boston EMS were honored at the MGH Acute Stroke Gala Breakfast

LATE LAST YEAR, Massachusetts Institute of Technology professor Donald Sadoway was spending time with friends in a North End restaurant when he suffered a stroke. Abnormal speech and impaired motor skills affected him instantly. Fortunately, his wife Rebecca recognized something was wrong and immediately called 911. Within minutes, Boston Emergency Medical Services (EMS) arrived and quickly brought Sadoway to the MGH.

"I remember it was really fast and I thought 'Gee, this is really good treatment.' We just zoomed right through," Sadoway says. "I remember receiving the TPA and being in a CT scanner, and then the next thing I remember is being brought up to surgery."

For stroke patients, seconds count. Appropriate treatment with intravenous tissue plasminogen activator (TPA) is critical to mitigating the effects of the stroke and should begin within three to four and a half hours of symptom onset. The sooner it is administered, the better the outcome for the patient. From the moment a stroke patient arrives at the hospital the goal is to treat with TPA within 60 minutes. Sadoway

(Continued on page 4)

MGH officer aids local police in arrest of suspected bank robber

IT STARTED AS AN ORDINARY SUNDAY MORNING. Tom O'Brien left his Malden home just before 7 am to get his wife a cup of coffee before heading to the MGH for work. But within minutes his day changed drastically, as he helped local police bring an alleged armed bank robber into custody.

"I was driving by an ATM machine, and I noticed a man who looked similar to the photos that had just been put out describing the suspect," O'Brien says. "I noticed that this man had the same physical description and what looked liked the same clothing."

O'Brien, who has worked as an officer in the MGH Police and Security Department for 18 years, says he called 911 and then decided to stay in the vicinity to speak with the Malden Police officer once he arrived at the scene. "I drove around the block, and when I returned I saw the officer had the suspect down on the ground at gunpoint," O'Brien says. "I showed the officer my ID badge from the car and asked if he needed assistance."

The suspect, who police say was armed at the time of his arrest, attempted to flee from the scene. O'Brien aided the officer during the struggle, and they

(Continued on page 4)

TO PROTECT AND SERVE: Malden Mayor Gary Christenson, at left, honors O'Brien with a citation for his invaluable role in the arrest of an armed robbery suspect. At right, Malden Police Chief Kevin Molis

06.28.13

David Ring named as new chief of the Hand and Upper Extremity Service

DAVID RING, MD, PHD, has been appointed the new chief of Hand and Upper Extremity Service in the MGH Department of Orthopædic Surgery. Ring succeeds Jesse B. Jupiter, MD, who has been a vital part of the department for the past 18 years and who will remain active in the practice in the management of reconstructive problems in the hand and upper limbs.

"I am honored by the opportunity to lead MGH Hand Surgery," says Ring, who was previously the director of research for the Hand and Upper Extremity Service. "I promise to carry the standard set by giants such as Dr. Jupiter, Drs. Richard Smith, James May and Richard Gelberman. I look forward to working with all of the experienced and dedicated hand surgeons with particular areas of expertise encompassing all of hand/upper extremity and microvascular surgery."

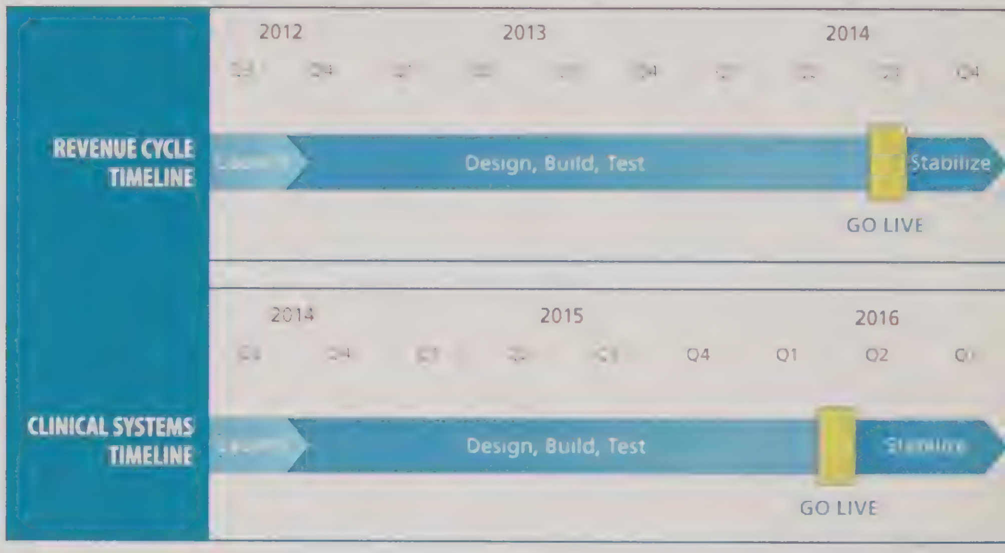
Ring has a proven zest for knowledge, discovery and progress in his field. He has contributed to 250 peer-reviewed original research papers and five textbooks, and has been featured in more than 500 total publications. In his time at the MGH, Ring has become an authority on complex arm trauma and post-traumatic reconstruction. His interests range from common illnesses to complex fractures and include issues of quality and safety and the emotional aspects of recovery.

"I am delighted that David has been chosen after a thorough search," says Jupiter. "I began to work with him during his Orthopædic residency and hand fellowship on numerous clinical projects. He brings to our unit a unique interest in the psychological aspects of hand and upper limb problems and how to treat the whole patient. I am confident that our service will grow and remain internationally renowned under his leadership."

MGH helps Partners eCare reach milestones

DEVELOPMENT OF PARTNERS *ECARE* – Partners' new enterprisewide electronic health record system – remains on track thanks to the efforts of thousands of clinicians and administrative officials, including more than 800 representatives from the MGH.

The program recently achieved two major milestones in what is one of the most inclusive clinical and administrative initiatives in the history of Partners. "We could not have achieved these milestones without the hard work and diligence of thousands of our Partners colleagues," says O'Neil Britton, MD, chief health information officer for Partners HealthCare and executive director of Partners eCare. "Thanks to their collective efforts, Partners eCare will empower patients to manage their health outcomes, connect us in ways that will improve the coordination of care, and create an improved platform to support scientific discovery and our educational mission."



From scheduling to billing: The revenue cycle gets an audience

Since October, the Partners eCare revenue cycle team has been processing feedback from Enterprise Validation Sessions where representatives from Epic – the vendor for the new Partners HealthCare electronic health record system – demonstrated how the system will support clinical workflows and processes. Those meetings along with responses from various councils and subject matter experts will help design, build, and configure applications that support everything from registration and scheduling to coding and billing. The team also recently hosted the first live demonstration for an audience of administrative and operational staff and leaders.

"We're very happy to see that, after years of hard work, the system is coming together," said Kristine Trites, Revenue Cycle program manager, noting that the demonstration made very clear how much more efficient registration and billing processes will become.

Newton-Wellesley Hospital and the MGH will be first to roll out the Partners eCare revenue cycle system in 2014, followed by clinical system implementations in 2016. The remaining Partners institutions will combine both the revenue cycle and clinical systems into one roll out that will be implemented across the network incrementally from 2015 to 2017.

Clinicians play huge role in shaping the electronic health record

Thousands of nurses, physicians, and administrative professionals from hospitals, primary care practices and rehabilitation centers have already left their mark on the electronic health record now under development. As the workflow-focused Enterprise Validation Sessions wind down in June, clinical representatives from Partners institutions are moving toward the next major phase of the program: building clinical content into the tools caregivers use to provide and document care.

Over the next several months, representatives from Partners institutions and practices will form Clinical Content Committees to determine the flow sheets, order sets, plans of care and other clinical content to be built into the system. To ensure the clinical portion of the system is specific to Partners' needs, they will draw heavily on the clinical workflow feedback shared during the Enterprise Validation Sessions.

Once complete, a single, integrated system will replace the majority of existing clinical and administrative systems at the MGH. The overriding goal is "one patient, one record, one team, one Partners statement," enabling patient clinical and administrative information to seamlessly flow anywhere within the Partners system. ■

Study: Pediatric practices offer smoking cessation help to parents of their patients

FINALLY SOME GOOD NEWS for parents who smoke: they may now be able o get help quitting from an unlikely source, their child's doctor. A study in the journal *Pediatrics*, which has been posted online, shows that it is easible for pediatric practices to incorporate into their normal routine efforts to inform patients' parents about services available to help them quit smoking. A research team led by MassGeneral Hospital *for* Children (MGH*f*C) physicians describes how practices implementing a program hrough which parents who smoke receive assistance in quitting reached nearly half the smoking parents, while a control group not using the program helped only a few parents.

"We showed that it's possible to change traditional pediatric practice o address something new, helping our patients' parents get the help they need to quit smoking," says Jonathan Winickoff, MD, MPH, of the Center for Child & Adolescent Health Research and Policy at MGH*f*C, who ed the study. "We started developing this program more than a decade ago and worked to make it easy to implement in practices across the country. It all came down to finding out what parents want to help them quit and then giving it to them."

Smoking exposes both parents and their children to significant health risks, the authors write, and many parents who smoke have limited access o medical services. In fact, studies have shown that many are more likely o see a physician in the context of care for their children than for their own health needs. Winickoff and his colleagues previously found that offering parents of pediatric patients the opportunity to participate in a smoking cessation program produced significant benefits. But since those tudies were conducted at an academic medical center and carried out by pecially-trained research staff, it was not clear if such a program would be practical at practices around the country.

Winickoff and his colleague adapted the program used in the earlier study into the Clinical Effort Against Secondhand Smoke Exposure (CEASE) system and designed the current study to test the mplementation of CEASE at outpatient practices in the Pediatric Research in Office Settings (PROS) network of the American Academy of Pediatrics. They enrolled 20 practices representing all regions of the country, which were randomly assigned to either intervention or control groups in such a way that factors such as the percentage of patients' parents who smoked were equally represented.

In the intervention group, pediatricians and other practice staff were trained to implement the CEASE system, which includes routinely asking parents about their smoking, encouraging smoking cessation in a way that incorporates parents' concerns about their own health and that of their children, recommendation and possible provision of nicotine replacement gum or patches, and referral to state-run quitlines. Control practices continued to operate as they had done previously.

Around 8,600 parents at the intervention practices and 10,000 at the control practices completed the initial survey, and 999 smokers at intervention practices and 981 at control practices enrolled in the study. At intervention practices, an average of 42.5 percent of smoking parents reported receiving some sort of tobacco control assistance, compared to 3.5 percent at control practices. More than 75 percent of physicians at intervention practices offered smoking cessation assistance to parents, while only 14 percent of physicians at the control practices did so. ■

VIC joins consortium following groundbreaking diabetes research

THE VACCINE AND IMMUNOTHERAPY CENTER at the MGH (VIC), has joined with 24 other institutions as part of the first-ever JDRF Encapsulation Consortium in the fight against type 1 diabetes. VIC's inclusion in the consortium is a result of its groundbreaking development of an encapsulant that overcomes the immunologic rejection of transplanted insulin producing cells.

"Our discovery at VIC marks a significant step forward in the fight against type 1 diabetes. We believe the JDRF consortium will greatly aid this team effort to bring this discovery to patients in need in a safe, effective and rapid manner," says Mark Poznansky, MD, PhD, director of VIC.

Currently, patients with type 1 diabetes regulate their blood sugar levels with regular injections of insulin. VIC's life-changing solution could help these patients to achieve insulin independence by allowing the insulin-producing beta cells to be implanted into the body without rejection. VIC's recent discovery involves a natural protein that can be used to combat immunologic rejection of the islet cells within the encapsulant. Implanted into the patient, the protected islets have the potential to do what they have already done in mouse models: cure diabetes. While the research is only in its beginning stages, VIC's unique contribution, combined with the strengths and experience of the other 24 members of the JDRF consortium, could change the lives of thousands living with the disease.

The purpose of the JDRF consortium is to support a collaborative group of key players in science, engineering and medicine in their research of encapsulation technology. The ultimate goal of the project is to create a product similar to VIC's that protects implanted beta cells from the immune system. "JDRF is investing in a diverse portfolio of different approaches and technologies, and we want to continue to build the pipeline of encapsulation technologies," says Albert Hwa, PhD, senior scientific program manager for beta cell therapies at JDRF.

The consortium has set out an aggressive timeline to meet the goal of establishing insulin independence without chronic immunosuppression in humans. Milestones for each project have been set, and consortium members will interact monthly to discuss their progress and any new developments.

Announcements available online

To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

Change in *Hotline* schedule

MGH Hotline will not publish July 5 because of the Fourth of July holiday. The regular publication schedule will resume July 12.

Submit news tips and story ideas to *MGH Hotline*

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IN GENERAL

Alexander Green, MD, MPH, associate director of the Disparities Solutions Center, was honored as a 2013 Arnold P. Gold Foundation scholarship recipient. The organization supports doctors who provide compassionate and respectful patient care. Green was recognized for his work on the "hidden curriculum," a term used to describe the unofficial learning of both good and bad behaviors and attitudes that occur as students are socialized into organized medicine. Specifically, he will conduct a first-of-its-kind study exploring the "hidden curriculum" as it relates to patients with limited English proficiency.

The Sigma Theta Tau International Honor Society of Nursing (STTI) will honor *"MGH Nursing at Two Hundred"* with the 2013 Nursing Media Award for Print. This international award recognizes both the **MGH Department of Nursing** and the **MGH Nurses' Alumnae Association** and will be presented during the society's 42nd Biennial Convention in Indianapolis, Ind. on Nov. 17. The convention marks STTI's 90th anniversary and is expected to bring together more than 2,000 professionals representing approximately 30 countries.

— Security officer

(Continued from page 1)

restrained the suspect until backup arrived. "This was really just a case of being at the right place at the right time," O'Brien says. "I luckily knew enough to keep an eye on the situation and when he started to run off, I had the training – thanks to my department here at the MGH – so I was able to assist and help the officer."

As a token of the city's gratitude for his brave response, O'Brien was honored at the June 18 Malden City Council meeting with a letter of commendation noting his "keen observations and timely assistance were vital to this arrest." During the meeting, O'Brien also received a $1,000 check from Bank of America, which he donated to Malden Housing Families Inc. Earlier this week, O'Brien also met with the city's mayor who presented him with a special citation commending his efforts. "They both were really very nice gestures," O'Brien says.

The MGH has also expressed its appreciation for O'Brien's dedication to public safety both at home and at work. "Tom is a great employee who works hard to make people safe at the MGH," says John Driscoll, assistant director of MGH Police and Security. "So it doesn't surprise me that Tom is a good citizen at home. He embraces his role of protector and has made us all proud."

E-cigarettes prohibited at the MGH

AN E-CIGARETTE is an electronic cigarette that looks like a real cigarette, but it doesn't produce smoke. Instead, the device simulates the act of smoking by electronically vaporizing a solution that usually contains nicotine. Although e-cigarettes are promoted as an alternative to tobacco smoking, they are not currently regulated by the Federal Drug Administration, so health effects are unknown, and they have not been tested for safety or efficacy.

The MGH smoking policy prohibits tobacco use of any kind inside or on the grounds of all buildings owned, occupied or under control of the MGH. E-cigarettes and other smokeless tobacco products fall under that policy and are not allowed on the MGH campus except in the designated smoking shelters. On the main campus, those shelters are located on North Grove and Blossom streets. At off-site MGH locations, individuals should adhere to the building's smoking policy. All MGH employees are responsible for enforcing the hospital smoking policy.

For additional information on the MGH smoking policy or help with quitting smoking, contact the MGH Tobacco Treatment Service at 617-726-7443.

— Stroke

(Continued from page 1)

was treated with the drug within 16 minutes of arrival and received surgical care a short time later. Thanks to the efforts of a highly organized acute stroke care team – that started with Boston EMS and continued at the MGH – Sadoway's recovery was remarkable. The team who treated Sadoway was honored with the 2012 Acute Stroke Champion Award at the MGH Acute Stroke Gala Breakfast June 14 at the Paul S. Russell, MD Museum of Medical History and Innovation.

"It takes a team of dedicated individuals working across multiple medical disciplines around the clock to deliver this care with precision and safety that's up to, and beyond, the national standards," said Natalia Rost, MD, MPH, associate director of MGH Acute Stroke Services. "Today we celebrate the achievements of the MGH Acute Stroke Service team that delivered what we consider the highest quality of care."

The awardees were Paul Biddinger, MD, Karen Kinnaman, MD, Bertrand Edward Corrieri, RN, Elizabeth Liszanckie, RN, and Haben Tsegai of the Emergency Department; Eric S. Rosenthal, MD, and Ariane Lewis, MD, of Acute Stroke Service and Critical Care Neurology; Ellen Penney, MD, PhD, of Neurology; Thabele Leslie-Mazwi, MD, Brijesh Mehta, MD, and Joe Dibenedetto, RT, of Neuro-Interventional Service; Sohil Patel, MD, Paul Caruso and Kathleen Sciola MD, of Neuroradiology; and Katy McLean and Sean O'Connor of Boston EMS.

"I want to express my profound gratitude to everyone here. It's just absolutely stunning, everything was fast and right on," Sadoway said. "Thank you all, I wouldn't be standing here like this if it weren't for you." ■

07.12.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Study combines two minimally invasive procedures to treat atrial fibrillation

A NEW CLINICAL TRIAL is now underway at the MGH to investigate whether combining two catheter-based procedures will improve the long-term outcome in the treatment of atrial fibrillation, the most common heart rhythm disorder. The MGH is the first hospital in New England – and only the second in the nation – to pair renal artery sympathetic denervation with pulmonary vein isolation (PVI) for patients with atrial fibrillation and hypertension.

First-in-New-England procedure part of clinical trial in patients whose symptoms persist despite treatment

"Typically these procedures are done separately," said Moussa Mansour, MD, director of the Atrial Fibrillation Program in the MGH Institute for Heart, Vascular and Stroke Care. "In this trial, renal denervation is not only performed to treat the patient's hypertension, which is the usual goal of the procedure, but as an adjunct to PVI to improve the outcome of atrial fibrillation ablation. We see real potential in this treatment for patients who continue to experience atrial fibrillation symptoms in spite of medical treatment as well as for those who cannot tolerate antiarrhythmic drugs. Atrial fibrillation affects more than three million people in the U.S. and is a major cause of stroke."

On June 17, MGH physicians used the combined techniques to treat a 60-year-old patient with chronic heart disease. PVI – in which a flexible catheter is passed into the heart through a vein in the leg to disrupt the electrical connection between the pulmonary veins and the rest of the heart – can eliminate atrial fibrillation in most patients. Renal sympathetic denervation uses radiofrequency pulses to interrupt nerves in the vascular wall of the kidney. It is believed the procedure reduces the activity of the sympathetic

(Continued on page 2)

The MGH Fund

Pie raises dough

THEY CAME WEARING SCRUBS, white coats and comfortable shoes. Each also came armed with safety goggles, helpful assistants and plenty of clean linens. But no amount of preparation and precautionary measures proved effective – the nine participants left the MGH's first pie-eating contest with blueberry stains and whipped-cream-streaked hair.

The event, held during the June 28 annual Employee Summer Picnic, served as the unofficial kick-off to the My Giving Helps: The MGH Fund + United Way employee campaign. More than 900 employees raised nearly $47,000 for the campaign, which will officially run Sept. 3-27.

While many of the contestants tackled the pies in a traditional way – including cardiologist Stephanie Moore, MD, who took top honors with 12 pies, therefore living up to her "pie princess" name – others took a different, more unique approach. In an attempt to make the event a healthier one and to tap into the creativity of the research

(Continued on page 4)

Residents and fellows storm the State House

RESIDENTS AND FELLOWS from pediatric residency programs throughout the state joined in an effort to advocate for children during the annual Residents and Fellows Day at the Massachusetts State House (RFDASH) on June 20. The event, founded eight years ago by residents at MassGeneral Hospital *for* Children (MGH*f*C), was organized this year by pediatric residents Rachel Sagor, MD; Lily Maltz, MD; and Sylvia Romm, MD *(below, from left)*.

"RFDASH is a great opportunity for pediatricians in training to learn how to advocate for important children's issues," says James Perrin, MD, FAAP, former director of the MGH*f*C Division of General Pediatrics and president-elect of the American Academy of Pediatrics, who served as the event's keynote speaker. "The energy and clinical experiences that medical students and residents bring to the legislature tremendously help enhance legislators' understanding of child health issues."

Since its inception the event has allowed residents and fellows to express their support for 23 bills. This year the group advocated for several gun safety bills, legislation establishing universal immunization and the creation of an immunization registry. The residents received lobbying and advocacy training from experts in the field, as well as briefings about the bills by area medical professionals, before meeting with representatives to discuss the bills.

IN MEMORIAM:

John C. Dalton, MD

JOHN C. DALTON, MD, who worked at the MGH for more than 55 years, died June 23 at the age of 86. Dalton's legacy as a kind and compassionate physician will live on at the MGH thanks to his appreciative patients who previously paid tribute to him by naming the 16th floor of the Ellison Building and the Surgical Services waiting room in his honor.

"John was an excellent, incredibly caring doctor," says W. Gerald Austen, MD, chair of the MGH Chiefs Council, who fondly recalls working with Dalton in the early stages of their careers. "He and I became friends and shared many cardiac patients for many years. I always had the highest regard for him not only as a doctor, but as a really, really nice human being."

Born in Norfolk, Virginia, Dalton attended the University of Virginia and the University of Virginia Medical School before graduating from Harvard Medical School (HMS) in 1950. During World War II, Dalton served in the U.S. Navy and later in the Marine Corps for two years during the Korean conflict. Dalton was a resident at Boston City Hospital and the Peter Bent Brigham Hospital before becoming a cardiac resident at the MGH. He also was a member of the visiting staff of the Chelsea Soldiers Home where he served as chief of the Fifth Medical Service.

John D. Stoeckle, MD, who was a close colleague of Dalton during his own 50-year career in primary care, recalls Dalton's unwavering willingness to mentor HMS students as part of the Introduction to the Clinic course. "He was an excellent teacher," Stoeckle says. "His genial nature with his patients – whether in the office, over the telephone or during home visits – made them extremely devoted to him. I admired him very much."

Dalton is survived by his wife of 62 years, Olga Fehr Wells; daughters, Deborah D. Robertson and Susan Spitzer; son, Randolph Dalton; nine grandchildren; and six great-grandchildren. Memorial services were held on June 26.

"He was an absolutely superb physician, and he paid meticulous attention to detail," says cardiologist Roman DeSanctis, MD. "John was always the consummate gentleman. He was as good as they get."

– Atrial fibrillation procedure

(Continued from page 1)

nervous system which in turn leads to reduction in atrial fibrillation.

"This procedure capitalizes on the strengths of the electrophysiologists in the use of ablation catheters, and the vascular medicine physician in the imaging of the renal arteries and associated interventions in this locale," said Joseph Garasic, MD, director of Peripheral Vascular Intervention in the Cardiology Division, Institute for Heart, Vascular and Stroke Care. "It also marks the first time we have performed the renal denervation procedure at the MGH. Increasing evidence has shown that this procedure may have even more far-reaching benefits in the treatment of other diseases beyond uncontrolled hypertension – including heart failure, sleep apnea and cardiac arrhythmias."

The patient treated in June will now continue to be evaluated on a regular basis to study the procedure's effectiveness. The clinical trial is slated to last about two years, and the MGH expects to treat two to three patients a month with the new procedure.

"This clinical trial is unique in that it allows for a solid collaboration and integration of skills between experts in the MGH Atrial Fibrillation Service and Vascular Medicine Service, both key components of the Institute for Heart, Vascular and Stroke Care," Mansour said. "This is the most recent and most advanced treatment option to help treat our cardiac patients and improve their heart health and their overall lives."

MGH named as 'Leader in LGBT Healthcare Equality'

THE MGH IS PROUD to be recognized as a "Leader in LGBT Healthcare Equality" by the Human Rights Campaign (HRC) Foundation in its Healthcare Equality Index 2013. The hospital earned top marks for its commitment to equitable, inclusive care for lesbian, gay, bisexual and transgender patients and their families in the annual survey, conducted by the educational arm of the country's largest LGBT organization.

"Since 2008, when we first participated in this annual survey, we have looked at the Healthcare Equality Index as an opportunity to learn where we can better serve our patients," says Jeff Davis, senior vice president for Human Resources. "We are very proud of the work that has gone into our attaining 'leader' status, but we know that there are always ways to make our hospital a more welcoming place for everyone, and we will continue in those efforts."

The MGH was one of a select group of 464 health care facilities nationwide to be named Leaders in LGBT Healthcare Equality. Facilities awarded this title meet key criteria for equitable care, including nondiscrimination policies for LGBT patients and employees, a guarantee of equal visitation rights for same-sex partners and parents, and LGBT health education for key staff members.

HRC Health & Aging Director Shane Snowdon congratulated the MGH: "LGBT patients deeply appreciate the welcoming environment provided by a Leader in LGBT Healthcare Equality. It makes a big difference to know that your local health care facility is fully committed to giving you the same care it gives your neighbors and co-workers."

For more information about the Healthcare Equality Index 2013, or to download a free copy of the report, visit *www.hrc.org/hei.* ■

Cooley Dickinson Health Care joins the MGH

MGH PRESIDENT PETER L. SLAVIN, MD, spoke to members of the Cooley Dickinson Health Care staff using telemedicine technology, above, after the Northhampton, Mass. hospital officially became an affiliate of the MGH and Partners HealthCare on July 1.

"We are pleased that Cooley Dickinson Hospital has become part of the MGH and look forward to working with the board, management, physicians and staff to help preserve and enhance the outstanding care that patients and families in western Massachusetts have counted on for so long," Slavin said.

The MGH and Cooley Dickinson Hospital have enjoyed a successful collaboration in cancer care since 2009. Through this new closer affiliation, the two hospitals will build on that collaboration to ensure local access to high-quality, cost-effective care through telemedicine, cooperative clinical programs and shared expertise. The MGH also will be able to provide expertise and training to help Cooley Dickinson prepare for and implement population health management. ■

Recognizing excellence in research

FRIENDS AND COLLEAGUES GATHERED on June 18 to celebrate the second annual Herman K. "Chip" Gold, MD, MGH Young Investigator Award. The award, given in honor of the former director of the Cardiac Catheterization Laboratory, recognizes excellence in clinical or translational research by an interventional fellow in the MGH Cardiology Division.

Beau M. Hawkins, MD, a fellow in the Vascular Diagnostic and Intervention Program, was honored for his study, "The Impact of Academic Year Timing on PCI Outcomes at Training Institutions," performed under the guidance of Robert Yeh, MD, of the Cardiac Cath Lab. A native of the Oklahoma City area, Hawkins has joined the cardiology faculty at the University of Oklahoma. His clinical interests include transradial coronary intervention, critical limb ischemia, and peripheral venous intervention.

HONORING EXCELLENCE: Robert C. Leinbach, MD, of the Cardiology Division; G. William Dec, MD, chief of the Cardiology Division; Cary W. Akins, MD, cardiac surgeon; Gold's wife, Barbara J. Nath, MD, MGH gastroenterologist; Hawkins; and Michael A. Fifer, MD, director of the Cardiac Catheterization Laboratory.

07.12.13

MGH HOTLINE

Designated glitter

RED SOX SLUGGER DAVID ORTIZ laughs with his son D'Angelo Ortiz, after MassGeneral Hospital *for* Children (MGH*f*C) patient Melissa Mauro, 11, far left, douses him with a handcrafted confetti device. Ortiz visited pediatric patients – including Henry Jacobsen, 6, at right – on July 2 after meeting with Ronald Kleinman, MD, MGH*f*C physician-in-chief, to present the hospital with a $20,000 donation from the David Ortiz Children's Fund.

— *Picnic*

(Continued from page 1)

community, MGH President Peter L. Slavin, MD, worked with a team of scientists from the MGH Nanotechnology Lab to create "nanopies." Slavin explained that his pie plate contained 1,100 of the nanopies, each measuring only about one millimeter in diameter – and that he had another 900 in a backup reserve if needed. As the crowd laughed and broke into applause, Slavin also read a humorous letter from the MGH Office of General Counsel proclaiming the pies as acceptable entries into the competition.

MY GIVING HELPS

CALLING AN EDIBLE: Lillimoe and Mayo compare pie-eating techniques.

The other worthy competitors were Keith Lillemoe, MD, chief of Surgery – who took the honor of having the most supporters with 218 donations – as well as Harry Orf, PhD, senior vice president for Research Management; Walter O'Donnell, MD, clinical director of the Pulmonary/Critical Care Unit; Kevin Whitney, RN, associate chief of Nursing; William Maynard, manager of Environmental Services; Alasdair Conn, MD, chief of the Department of Emergency Medicine; and Milton Calderon, coordinator of the Volunteer Department. Jerod Mayo and Sebastian Vollmer from the New England Patriots also joined in the fun, with Mayo elbowing up to the table as a participant and Vollmer serving as a guest referee.

To view a video of the contest on the MGH YouTube channel, visit: *http://bit.ly/130ZoIi* ■

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

No. 1 in New England, No. 2 in the nation

THE MGH IS AGAIN RANKED among the top hospitals in the nation on the *U.S. News & World Report* 2013-14 "Best Hospitals" list. Of the nearly 5,000 hospitals evaluated, the MGH has consistently placed among the top hospitals on the Honor Roll since the survey began in 1990. This year the MGH is ranked No. 1 in New England and No. 2 in the United States. Johns Hopkins Hospital had been ranked in the top spot for 21 straight years until last year when the MGH received the No. 1 ranking. Johns Hopkins reclaimed the top spot this year with the Mayo Clinic ranking No. 3, Cleveland Clinic at No. 4 and UCLA Medical Center, Los Angeles at No. 5.

The MGH receives the honor of having eight specialties ranked among the Top 5 in the nation, including: gastroenterology (GI), nephrology, pulmonology, diabetes and endocrinology, neurology, ophthalmology, orthopædics and psychiatry. Another seven specialties, including cancer, cardiology, ENT (ear, nose and throat), geriatrics, gynecology, rehabilitation and rheumatology are ranked among the Top 10.

The Best Hospitals list ranks 147 medical centers nationwide in 16 adult specialties. *U.S. News* reviews data including death rates, patient safety and hospital reputation, and the Honor Roll features the 18 that score near the top in at least six specialties. A full list of the MGH specialties and their rankings appears below.

Pediatric specialties are ranked separately from adult specialties, and in June the MassGeneral Hospital *for* Children (MGH*f*C) earned a spot on *U.S. News & World Report's* annual honor roll of the nation's top pediatric hospitals. MGH*f*C was ranked in six specialties – endocrine, pulmonary, gastroenterology, orthopædics, neurology and neonatology – as part of the report's "Best Children's Hospitals for 2013-14."

A detailed list of the rankings is available at *www.usnews.com/besthospitals*.

U.S. News & World Report MGH Rankings

Cancer	6	**Ophthalmology** *(with Massachusetts Eye and Ear Infirmary)*	4
Cardiology & Heart Surgery	7	**Orthopædics**	4
Diabetes & Endocrinology	3	**Psychiatry**	3
Ear, Nose & Throat *(with Massachusetts Eye and Ear Infirmary)*	7	**Pulmonology**	5
Gastroenterology	4	**Rehabilitation** *(with Spaulding Rehabilitation Hospital)*	6
Geriatrics	6	**Rheumatology**	6
Gynecology	7	**Urology**	12
Nephrology	5		
Neurology & Neurosurgery	4		

Making waves

JUMP FOR JOY:
Kitty Tetreault, SAA event director for Boston and Rhode Island, second from left, joins former Olympic swimmers Kristy Kowal, Heather Petri and Brooke Bennett at the start of the event.

ON JULY 12, 80 SWIMMERS – alongside former Olympic athletes – plunged into Boston Harbor, braving the cold, choppy waters to raise money for pediatric cancer programs and research as part of the 20th annual Swim Across America (SAA) event. The 22-mile relay swim was part of a three-day benefit that raised nearly $350,000 for the MassGeneral Hospital *for* Children (MGH*f*C) Cancer Center and the David B. Perini, Jr. Quality of Life Clinic at Dana-Farber Cancer Institute.

This marked MGH*f*C's first year partnering with SAA, a nonprofit organization that raises money and awareness for cancer research, prevention and treatment through community-driven open-water and pool swims in cities across the country.

The event began at MGH*f*C on July 11 with a special visit from Olympic swimmers Brook Bennett, Kristi Kowal, Janel Jorgensen McArdle and Heather Petri. Pediatric cancer patients were delighted to touch their Olympic medals and peppered the women with questions about their Olympic competitions. Howard Weinstein, MD, chief of Pediatric Hematology-Oncology, surprised the athletes with MGH Boston Marathon team medals, making the women honorary members of the Mass General Marathon Team "Fighting Kids' Cancer … One Step at a Time."

"Our new partnership with Swim Across America is off to a fantastic start," Weinstein said. "We are very grateful to the swimmers, volunteers and Olympians for their commitment to our childhood cancer program at MGH*f*C."

The Olympians led the first dip into the Boston Harbor at Rowes Wharf for advanced swimmers. On July 13, they led another 125 swimmers into the waters of Nantasket Beach for easier half-mile and one-mile swims. ■

07.19.13

Focusing on the world

MORE THAN 20 ORGANIZATIONS representing multiple departments and specialties gathered July 17 under the Bulfinch Tent for the MGH Global Health Expo. Sponsored by the MGH Center for Global Health, the second annual event offered staff an opportunity to learn about the breadth and depth of global health opportunities and initiatives.

Peter Moschovis, MD, MPH, an MGH Pulmonary and Critical Care Medicine and Pediatric Global Health fellow, was one of the exhibitors at the expo. "I'm focused on childhood respiratory infection here at MGH and in Uganda," he said. "We're here to share our research and training and to recruit volunteers for work in India, Uganda and at the MGH. Children are dying from preventable and easily treatable respiratory diseases because these countries lack simple interventions and access to critical care services."

For more information about the Center for Global Health and upcoming events, visit *www.massgeneralcenterforglobalhealth.org*.

GLOBAL GUIDANCE: Moschovis, left, speaks to attendees.

Canine companions: etiquette for working with patients with service dogs

"SERVICE DOGS ARE PERMITTED to go anywhere the public is allowed to go," said Rebecca Coburn, operations manager for MGH Police and Security. "It's improper to ask, per the ADA, whether the dog is a service animal if its status is readily apparent."

Coburn – who provided an overview of the Americans with Disabilities Act (ADA) and hospital policies about service animals – was one of several speakers at the "Me and My Dog: A Presentation on Service Dogs at the MGH." Employees, patients and visitors packed the Thier Conference Room for the June 27 education session, sponsored by Disability Services at the Office for Patient Advocacy.

Coburn said it is important for staff to know several key details about patients with service dogs, including that not all service animals wear a vest when they are working and that service dogs assist individuals whose disability is not always evident. Also service dogs are always the responsibility of their handlers, Coburn added, and staff bear no responsibility to care for the animal while the handler is at the hospital. If a patient is unable to provide care for the animal, he or she is required to make arrangements for friends and family to do so.

During the presentation, John Moon, director of the National Education for Assistance Dogs Services, said service dogs begin training as early as 6 weeks of age and go through more than 18 months of training before they are assigned to an individual. "Service dogs are doing a special task for their partner," Moon said, stressing that when a person encounters a service dog, it is best to ignore the animal. "If you want to say hello or otherwise interact with the dog, you must ask."

Guest speaker Janet Wallace, who has partial hearing loss, spoke about how her poodle, Dudley, alerts her when the alarm goes off in the morning, when she receives a call or text on her phone, or when the oven is preheated. In addition, she said Dudley accompanies her to doctor appointments. His jacket, which says "hearing dog" on it, prevents her from having to respond to too many questions, but she said she is open to talking about Dudley and how he helps her. "Most of the time, if you just ask a patient what will work for them and their dog, they will tell you," she said.

Larry Brennan, a senior development officer in the MGH Development Office who uses a wheelchair and has limited hand use, said he too is open to discussing his service dog and how he can best work with medical caregivers. "The best advice I can give is to listen to what the patient says. If they say, 'don't

(Continued on page 4)

I AM A
SERVICE DOG
WORKING DOG
DO NOT PET

DOG ABOUT TOWN: A service dog listens to the presentation.

Are service dogs and therapy dogs the same?

No. The Americans with Disabilities Act (ADA) defines service dogs as those individually trained to work or perform tasks for people with disabilities. These dogs are given special access under the ADA to accompany their handlers in all areas where the public is allowed.

Therapy dogs accompany their handlers to hospitals, nursing homes, schools and other facilities to provide comfort to others. Therapy dogs do not have the same access privileges as service dogs.

Does MGH have a therapy dog program?

Yes. The MGH Therapy Dog program, run by the Volunteer Department, has been in place since 2003. Therapy dogs visit 16 inpatient units, one intensive care unit and one radiation oncology unit each week on Tuesdays and Thursdays. The program currently has 10 pet therapy dogs.

MGH/MGPO Care Redesign launches new teams

As part of the Partners Strategic Initiative, teams of experts from the MGH and other Partners affiliates are focusing on ways to improve the quality and fficiency of care. Since 2010, 20 multidisciplinary care redesign teams have been formed at the MGH to develop and implement recommendations for pecific diseases and for procedures involved in disease management. This is the latest of a continuing series of MGH Hotline articles highlighting the efforts f several of these teams.

"**CARE REDESIGN** is about making the experience better for patients and doing it at a ower cost," said Michael R. Jaff, DO, director f the MGH/MGPO Care Redesign initiative, luring a June 20 kick-off event celebrating the atest wave of redesign teams.

Charged with identifying new, more efficient vays to care for patients, the Wave IV care edesign teams will join the 15 existing teams to ocus on better positioning the MGH for success n the rapidly changing health care delivery nvironment. "The care redesign initiative provides n opportunity to make resources work more ffectively for the patients we care for and can hange the trajectory of our clinical areas in a very neaningful way, leading to happier patients and appier staff," said David Torchiana, MD, CEO nd chairman of the MGPO and co-chair of the MGH/MGPO Care Redesign Leadership Council.

The latest teams will focus on:

- *Breast cancer:* led by Barbara Smith, MD, PhD, director of the Breast Program and co-director, Gillette Center for Women's Cancers; Theresa McDonnell, NP, ACNP-BC, ONC, clinical director of the HOPES Program; and Mara Bloom, JD, executive director of the Cancer Center
- *Congestive heart failure:* led by Marc Semigran, MD, medical director of the MGH Heart Failure and Cardiac Transplant Program; Judy Silva, RN, nursing director of Ellison 11; and Julie Hennigan, administrative director of Cardiology
- *Pain management:* led by Padma Gulur, MD, director of Inpatient Pain Services; Patricia Fitzgerald, RN, nursing director of Bigelow 11; and Libby Williams, administrative director of Clinical Operations in the Department of Anesthesia, Critical Care and Pain Medicine
- *Renal calculi:* led by Brian Eisner, MD, co-director of the Kidney Stone Program; Dianne Sacco, MD, director of the Kidney Stone Program; Mary McDonough, RN, nurse manager in Urology; and Tom Finn, senior administrative director in Urology
- *Readmission reduction:* led by Walter O'Donnell, MD, clinical director of the Pulmonary Critical Care Unit; Gwen Crevensten, MD, assistant chief quality officer for Quality and Safety; Ryan Thompson, MD, associate director of Quality Improvement; Jessica Smith, RN, clinical nurse specialist on Phillips House 22; and Elizabeth Geagan, executive director, and Rhodes Berube, director of Operational Efficiency, from the Department of Medicine

The launch of the fourth wave of teams comes on the heels of the completion of the second wave of care redesign teams, which focused on vaginal delivery, total joint replacement, intracranial neuroendovascular procedures, lung cancer and transplantation. In a ceremony during the spring Care Redesign Leadership Council meeting, leaders from the Wave II teams were recognized for achievements in streamlining care for their patients. During the ceremony, some of the program improvements were highlighted.

For example, the arthroplasty team decreased inpatient length of stay by 11 percent overall and increased volume by 18 percent overall for patients receiving hip or knee replacements. The vaginal delivery team reduced the time it takes to schedule a patient's first appointment from days to hours, with more than 90 percent of new appointments now being scheduled on the initial day of the request. And, the intracranial neuroendovascular team created a pilot program and found they could reduce the length of stay for patients undergoing elective endovascular repair of unruptured aneurysms by discontinuing heparin and removing the arterial sheath earlier, which allowed patients to be mobilized sooner after surgery, resulting in hospital stays of 1.2 days as compared to 2.8 days in the past.

For more information, visit the MGH/MGPO Priorities website: *http://priorities.massgeneral.org/Home.html* ■

EXPERIENCE MAKES THE DIFFERENCE:
Members of the OB/GYN Care Redesign team, from left, Maryellen O'Dea, senior process improvement consultant in the Center for Quality and Safety; Laura Riley, MD, medical director for Labor and Delivery; and Caryn Wilson, senior administrative director for Obstetrics and Gynecology

HEART OF THE MATTER:
Members of the Heart Failure Care Redesign team, from left, Judy Silva, RN, nursing director on Ellison 11; Chelby Cierpial, RN, Ellison 11; and Cristina Bethuna, RN, nurse director of the Cardiology Division

07.19.13

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New PT space to open

CHRISTMAS CAME EARLY this week as Santa Claus took a break from his summer vacation on July 17 to deliver a $150,000 donation to the MGH Sumner Redstone Burn Center. The funds will be distributed over the course of five years to help fund a new physical and occupational therapy space for burn patients, which is scheduled to open in September. Santa delivered the donation on behalf of the Boston Firefighters Burn Foundation (BFBF), a nonprofit organization comprised of Boston firefighters whose mission is to ease the suffering and hardship of burn victims and their families.

Boston Firefighters Burn Foundation
One Hundred Fifty Thousand

SPACE TO MOVE:
Above, from left, Shawn Fagan, MD, medical director of the Burn Center; Santa Claus; Tony DiGiovine, RN, nurse manager of the Burn Center; Jane Evans, CLT, clinical director of Occupational Therapy Services; and Steve Turley, BFBF board of directors member. Below, the new space being built on Ellison 14.

A nation responds

how you made them feel.
Maya Angelou
You represent the best of us. We're thankful of you.
University of Colorado Hospital
UNIVERSITY OF COLORADO HEALTH
Thank you

EXPRESSIONS OF GRATITUDE:
In the days, weeks and months following the tragedy at the Boston Marathon, the MGH received hundreds of get-well wishes for patients and notes of appreciation for the staff members who cared for them. These messages came from towns and cities across the country – from the suburbs of Boston to the islands of Hawaii. A special display of some of these handwritten letters, cards, pictures and posters from schools, church groups and individuals is now on exhibit at the Paul S. Russell, MD Museum of Medical History and Innovation. The museum, located at 2 North Grove Street, is open to the public weekdays from 9 am to 5 pm. Admission is free.

— Service dogs

(Continued from page 2)

touch the dog,' then please don't do that," he said.

Service dogs bring individuals with disabilities a certain amount of independence, said Cathy Burke, from the Massachusetts Commission for the Blind. Burke, who attended with her service dog, Captain, said it is helpful for caregivers to recognize that, when a patient is hospitalized, he or she loses a certain amount of independence because of their medical condition. This can be a very stressful on both the patient and the service dog – especially if the two are separated. "When I broke my leg and had to spend four months in a rehab center, I was unable to have my dog with me," she said. "I was very depressed."

For more information about the service animal policy at the MGH, call Zary Amirhosseini at 643-7148. ■

07.26.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Sisters summer at the MGH

WORKING RELATIONSHIPS: From left, Anelsa, Belinda and Sara Beqo

THE MGH INCREASED the number of youth jobs and internships this summer by 15 percent, with 207 high school and college students working in 51 departments throughout the hospital and its health centers. The MGH Summer Jobs Program, now in its 23rd year, provides work experience and career exploration in the fields of science, technology, engineering and math (STEM), as well as support for hospital departments during employee summer vacations.

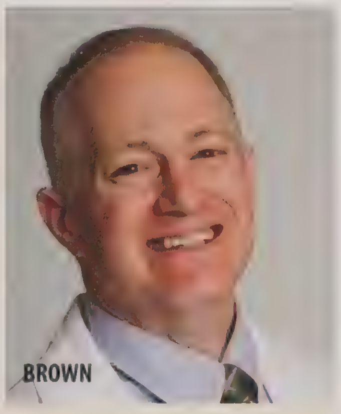
"This summer we have more departments and more hands-on summer job opportunities for our students who are interested in STEM careers," says Tracey Stanley, senior manager of MGH Youth Programs in the MGH Center for Community Health Improvement. "The outpouring of interest and support from the MGH community has been tremendous."

The Beqo sisters from Chelsea – Anelsa, Belinda and Sara – all have STEM career aspirations, and all three are working at the MGH this summer. They were born in Albania, and came to the U.S., where they learned to speak English and excelled in Chelsea schools.

Anelsa, 20, a former MGH Summer Jobs participant, returns to the hospital as a member of the MGH Alumni Internship Program. The

(Continued on page 2)

David Brown named new Emergency Medicine chief



BROWN

DAVID BROWN, MD, current vice chair of the MGH Department of Emergency Medicine, has been selected as the department's next chief. Brown will begin his new position Oct. 1, succeeding Alasdair Conn, MD, who has led the department for more than 25 years. Conn will remain active at the MGH assisting in medical air transport, access, philanthropy and teaching.

Brown says he is excited and honored to lead Emergency Medicine at the hospital. "The department has a solid foundation based on a talented and motivated group of faculty; a superb residency training program; and strong partnerships with nursing, administration and other clinical services."

Brown says his vision for the future is to expand the scope of MGH emergency medicine by strengthening clinical partnerships with primary care providers, specialists and community emergency physicians to better integrate patient care. According to Brown, the use of medical simulation will be a key to improving education and training. Other priorities will be the expansion of research programs and emergency services locally as well as globally. "The opportunities to innovate and create are abundant. I can't wait to get started," Brown says.

Brown graduated from Princeton University in 1985 and received his medical degree from Columbia University College of Physicians & Surgeons in 1989. He completed his training at the MGH and is a diplomate of both the American Board of Emergency Medicine and the American Board of

(Continued on page 2)

— Brown

(Continued from page 1)

Internal Medicine. An accomplished clinician, scholar, teacher, mentor and administrator, Brown lectures nationally and internationally on topics related to cardiovascular emergencies, his primary academic concentration. His innovative work in emergency department process redesign has been published, widely cited and emulated.

> "There are enormous challenges to be solved in health care delivery – David is more than equal to the task; the search committee has made a superb choice.
> – Alasdair Conn, MD

"I am so pleased David has been selected," says Conn. "He is an individual of unique talents and strengths and I'm sure he will be able to guide the department through the next decade and beyond. There are enormous challenges to be solved in health care delivery – David is more than equal to the task; the search committee has made a superb choice. I wish David all the best in future years."

During his tenure at the MGH, Conn led the establishment of national and international emergency care systems. He helped to build the Boston MedFlight program and spearheaded the creation of a professional attending service, a joint residency program, a robust research program and oversaw numerous Emergency Department renovations, resulting in increased efficiency despite growing patient volumes.

Keith Lillemoe, MD, chief of the MGH Department of Surgery, led the national search process for the new chief. "It became apparent that Dr. Brown, in his role as vice chair, has been instrumental in assisting Dr. Conn in achieving such a high level of success," Lillemoe says. "His experience with operational matters as well as supporting the academic mission, his valuable role in the training program, the fact that he is beloved throughout the department by current faculty, residents, staff and graduates of the program and finally the respect he garners from the leaders of Emergency Medicine throughout the Harvard system and the country made David an easy choice."

A MOMENT OF PRAYER: Iftar observance celebration

Unity and community

IFTAR, one of the religious observances of the Muslim holy month of Ramadan, has been celebrated by the MGH community for the last 12 years. On July 16, more than 225 Muslim patients, staff, family and friends gathered in the Thier Conference Room for the 13th annual sunset ceremony, the communal breaking of the daily fast.

Firdosh Pathan, RPh, of the MGH Pharmacy, who helped plan the event, said many Muslim MGH employees are recent immigrants without family or friends in this country. The event provides an opportunity for them to observe Ramadan with other Muslims while making friends and establishing a sense of community. "Muslim staff take pride in showcasing the MGH to their children, family and friends to show how wonderful it is to work in a place where they are accepted by celebrating their religious event," Pathan said. "I cannot describe the feeling of happiness in the crowd – being accepted and acknowledged here in America. The Iftar event is a living proof that at the MGH diversity lives and works."

Welcoming guests were MGH President Peter L. Slavin, MD, and Rabbi Ben Lanckton, of the MGH Chaplaincy, who also was fasting – for Tisha B'Av, a major fast day of the Jewish year – and he broke his fast with the Muslim community. Lanckton read a special message reminding those in attendance that Jews and Muslims are brothers and children of the same prophet Abraham. Sunset prayer was led by Imam Talal Eid, ThD, MGH Muslim chaplain. The evening's traditional Middle Eastern food was provided by MGH Nutrition and Food Services. ■

— Sisters

(Continued from page 1)

program offers former members of the Youth Scholars Program the opportunity to apply for paid internships and guest speaker luncheons. Now in her third year of a six-year Massachusetts College of Pharmacy and Health Sciences University PharmD program, Anelsa works as an intern in the outpatient Oncology Pharmacy Department. "I really love working at the MGH," she says. "This opportunity has given me the chance to experience what it is like working in a hospital pharmacy, an experience most students do not have until their last years in school."

Her sister, 19-year-old Belinda, an MGH Bicentennial Scholar who will be a pre-med sophomore at Holy Cross in the fall, is spending her summer as a research assistant in the MGH Endocrine Unit helping with osteoporosis research. "Through the Bicentennial Scholars program and working in the hospital, I became more passionate about science," Belinda says. "One day I hope to become a doctor."

MGH Youth Scholar and Chelsea High School junior Sara, 16, works in the Neurosurgery Department. She wants to study kinesiology, anatomy and physiology on her way to becoming an athletic trainer for a sports team. "I am really excited to spend more time in a hospital setting and to learn more. I know that this will be a great experience." ■

Mastering challenges: MGH celebrates ESOL graduates

"LIFE MAY NOT TAKE YOU WHERE YOU THINK IT WILL. Be open to the adventure – even if it may look like a dead end or a wrong turn, you may ultimately like where you end up." Hanna Kim Gaggin, MD, of the MGH Cardiology Division, shared those words of wisdom during the annual Celebration of Achievement ceremony honoring graduates of the MGH Workplace Education Program.

This year nearly 140 employees – representing 26 countries and 12 languages from various departments across the hospital – participated in the education classes, also known as the English for Speakers of Other Languages (ESOL) program. Gaggin served as the keynote speaker at the graduation ceremony under the Bulfinch Tents, sharing her personal journey of coming to the United States from South Korea as a young girl. She spoke about the importance of working hard, not being afraid to ask questions and taking whatever time is needed to master challenges. Gaggin also encouraged the graduates to give back and help others to develop confidence, self-esteem and a desire to succeed.

SUCCESS WITH A SMILE: Prince-Erickson congratulates Francisco Pizarro, unit service associate

During the ceremony, Carlyene Prince-Erickson, director of MGH Training and Workforce Development, thanked the many individuals who help make the program a success – including senior leadership, managers, volunteers and members of the program's planning and evaluation team. Prince-Erickson presented the graduates with certificates of completion, accompanied by Beth Butterfoss, lead program manager; Jeff Davis, senior vice president for Human Resources; and Jerry Rubin, president and CEO of JVS, which co-sponsors the program along with the MGH.

This year a new award was given to honor managers who show exemplary support of the program. Stella Moody, operations manager for Patient Care Services Clinical Support Services; Cheryl Gear-Alves, manager of Environmental Services; and Melinda Veress, manager of Nutrition and Food Services Training, were recognized.

For more information on fall ESOL classes, contact Butterfoss at 617-726-2388 or *bbutterfoss@partners.org*.

CCC garners international interest

IN 2010, Harvard Medical School (HMS) students involved in the founding of the inaugural clinic of the Crimson Care Collaborative (CCC) together with staff from the John D. Stoeckle Center for Primary Care Innovation, published *Crimson Care Collaborative: A Guide for Establishing a Student-Faculty Collaborative Practice*. Made possible by funding from the Yawkey Foundation II, the guide was written to help future students at other institutions establish their own student-faculty collaborative practices.

The CCC is a student-faculty medical practice offering evening clinics where medical students care for patients under the guidance of primary care physicians. It was founded by Harvard medical students, the John D. Stoeckle Center for Primary Care Innovation and MGH Internal Medicine Associates. At the time of the CCC manual's publication, none of the authors could have predicted that the guide would have an international reach. But in March of this year, three medical students from Goethe University in Frankfurt, Germany, reached out to the CCC regarding plans to open its first student-faculty practice.

From July 15-19, the German students visited some of the five CCC primary care practices – which include MGH Internal Medicine Associates, MGH Chelsea HealthCare Center and MGH Revere HealthCare Center – to conduct information interviews with current students and with Marya Cohen, MD, MPH, an internist at MGH Chelsea who serves as the CCC faculty director, about clinic operations to patient recruitment. They also met with several of CCC's founders, many of whom are now in primary care residency programs or in roles with a focus on primary care education.

"This is an exciting time for the Crimson Care Collaborative," Cohen says. "More than 500 HMS students have participated in our student-faculty collaborative practices and it's rewarding to see how our innovative efforts are informing primary care transformation domestically and abroad." ■

INSPIRING OTHERS: John Goodson, MD, of MGH Internal Medicine Associates, speaks to the visiting German students

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PARTNERS
IN EXCELLENCE

2013 PIE nominations

THE DEADLINE to submit 2013 Partners in Excellence (PIE) Award nominations is Sept. 13. Since 1996, the program has recognized employees who go above and beyond to contributing to the success of Partners' institutions thanks to their creativity, dedication and commitment to excellence.

Individuals and teams may be nominated for an award in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions.

Online nominations are now available by visiting *http://pulse.partners.org/PIE/InstructionsWEB.asp.* Paper nomination forms will be available in August through department managers and supervisors. Only individuals employed by the institution at the time of selection will be considered for an award.

Nominations will be reviewed by the selection committees in October, and the annual PIE Award ceremonies will be held in December and early 2014. ■

BOSTON STRONG

SPEEDY RECOVERY: NASCAR driver Joey Gase, second from left, made a pit stop at the MGH inpatient organ transplant unit July 11. The 20-year-old Gase is a vocal advocate for Donate Life America, a national organization dedicated to raising awareness about the importance of organ donation. Joined by representatives from New England Organ Bank, Gase met with Parsia Vagefi, MD, of Transplant Surgery, left, and visited with patients, including Tony Doucette and his girlfriend Doreen Carbone, before competing in the NASCAR Sprint Cup at the New Hampshire Motor Speedway.

Repair work begins on Longfellow Bridge, detours in effect

A MASSACHUSETTS DEPARTMENT OF TRANSPORTATION (DOT) project to repair and renovate the Longfellow Bridge began July 20. Detours and revised traffic routes will be implemented during the span of the three-and-a-half-year project, which is expected to address the bridge's current structural deficiencies and bring it up to modern code. Often referred to as the Salt and Pepper Bridge, the connector joins Cambridge Street in Boston with Main Street in Cambridge and carries the MBTA Red Line.

Now through September 2014, traffic has been reduced to one inbound lane, from Cambridge into Boston. Cambridge-bound traffic is detoured from Charles Circle to Land Boulevard using Leverett Circle and Monsignor O'Brien Highway. This is expected to affect traffic near the MGH, including the off-ramps from Route 93 to Leverett Circle.

According to the DOT, a single lane for vehicle travel to Boston, MBTA Red Line service in both directions, and access for emergency vehicles, bicycles and pedestrians will be maintained throughout construction. However, the project also includes the replacement of the Red Line tracks, and that work is scheduled to take place on 25 weekends over the course of the entire rehabilitation timeline. During these weekend diversions, buses will replace Red Line trains, carrying passengers between Kendall/MIT Station and Park Street Station with a stop at the Charles/MGH Station. These diversion weekends currently are scheduled for Aug. 10-11, Aug. 24-25, Oct. 19-20, Oct. 26-27 and Nov. 2-3.

For more information on the project and traffic management plans, visit *www.mass.gov/massdot/longfellowbridge.* For questions or to report issues and concerns related to construction, call the project hotline at 617-519-9892 or email *longfellowbridge@state.ma.us* to receive project updates and meeting notices.

DO NOT
LONGFELLOW BR

08.02.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH Cancer Center offers Lung Screenings

ON JULY 29, the U.S. Preventive Services Task Force (USPSTF) announced its recommendation for screening high-risk patients for lung cancer with low-dose CT scans (LDCTs).

The recommendation will apply to a specific subset of asymptomatic high-risk patients who meet criteria outlined in the USPSTF report. These patients are 55 to 80 years old who have a 30 pack year or greater history of smoking and are either current smokers or have quit in the past 15 years. A "pack year" means that someone has smoked an average of one pack of cigarettes per day for a year.

"This recommendation has the potential to cut U.S. lung cancer deaths by 20,000 per year, a huge advance in the fight against lung cancer," said Inga Lennes, MD, MPH, director of the Lung Screening Clinic at the MGH Cancer Center. "The USPSTF recommendation is important because it will oblige Medicare, private insurers and government health programs to cover the entire cost of screening."

The Cancer Center has been at the forefront of screening smokers for lung cancer, the leading cause of cancer deaths in the U.S. In October 2012, the Cancer Center opened a multidisciplinary lung screening clinic in collaboration with colleagues from Thoracic Imaging, Pulmonary Medicine and Thoracic Surgery. Objectives of the Lung Screening Clinic are to promote low-dose screening CT scans in this high-risk population and to monitor and manage nodules found incidentally on CT scans or through LDCT screening. Smoking cessation counseling is also available in this comprehensive clinic.

(Continued on page 4)

Technicians or magicians?

PRINTING PROTOTYPES: From left, Bondeson, holding a 3D-printed ear, McConnell and Ribeiro

SOMETHING IS HAPPENING in the basement of Ruth Sleeper Hall, the big brick building on the corner of Blossom Street.

Three "tool and die makers," with more than 120 years experience combined, are taking biomedical technology to the next level – saving time and enhancing care. "We make a clinician's job easier and safer," says Bob Ribeiro, "And for researchers ... we build them what they can't buy."

JAW-DROPPING: Full-size models created from a CT scan

Ribeiro, along with John Bondeson and John McConnell, are all senior design technicians in the MGH Biomedical Engineering Model Shop where, for more than 25 years, they have designed, developed and repaired tools and devices to help staff provide the highest level of care. From simple brackets and mounts that optimize the ergonomic layout of bedside equipment, to complex test apparatuses used in research protocols, to three-dimensional anatomical models generated from radiological images, the model shop is able to provide a solution for a wide array of problems.

"It's really rewarding work," says Bondeson. "The staff here has all the ideas; we just implement them, and then we get to see what we've created throughout the hospital."

Their most recent creation will be seen when the new MGH Sumner Redstone Burn Center on Ellison 14 opens in September. The technicians are now building four Bacteria-Control Nursing Units, HEPA-filtered plastic enclosures that maintain a controlled environment for patients at risk of infection and hypothermia.

But such projects make up a mere fraction of their work. With the blink of an eye and the transfer of a file, the technicians can take modern digital imaging data and produce a 3-D copy of a body part within a day.

Here's how it works: a surgeon plans to remove a tumor from the jaw of a patient, but what lies beneath that tumor is unknown. Using the patient's CT scan, a file is created and

(Continued on page 2)

A curiosity about health care

MENTORING IN MEDICINE:
Students participate in physical therapy exer

THIRTEEN MIDDLE SCHOOL STUDENTS from the Greater Boston YMCA Teen Achievers Summer Program spent this week visiting health care facilities throughout Boston, stopping first at the MGH.

The MGH Office of Training and Workforce Development organized the July 29 event with help from recipients of the YMCA Achievers Program award, which recognizes multicultural employees for their community service and work performance. Honorees Tammy Pham, image service representative in Imaging, and Jessie Elston, insurance rehabilitation specialist in the Department of Physical Therapy, volunteered as hosts for their units.

"Working with youth and communities is one of my passions," Elston said. "This program gives these teenagers opportunities they otherwise wouldn't have, to learn from specialists and to discover who they are and what they want to become."

Students with an interest in health care were given the opportunity to participate in the tour. "This is a good way to find out what I'm interested in, what types of careers are out there and to gain new knowledge," said Neil Prioleau, 14.

Fellow eighth-graders Jalieen Baptista and Agnes Ugogi already have possible career choices in mind. "I might want to be a doctor to find a cure for cancer," said Baptista.

"This may help me figure out what I want to do when I grow up," added Ugogi. "I'm thinking I want to be a plastic surgeon or a psychologist."

The event kicked off with a visit to the Paul S. Russell, MD Museum of Medical History and Innovation and culminated with a discussion about handling stress presented by guest speaker Rana Chudnofsky, director of the Benson-Henry Institute for Mind Body Medicine.

Joint Commission lab survey concludes

THE MGH IS NOW REVIEWING and addressing the findings from the Joint Commission's latest visit, part of its recent laboratory program reaccreditation survey. The organization's three surveyors – consisting of two medical technologists and, for the first time during a survey visit to the hospital, a pathologist – arrived at the MGH July 15 for a weeklong visit.

"As usual, the surveyors were extraordinarily impressed with the engagement of our staff and said we were very welcoming and friendly," said Patrick Adams, RN, senior specialist in Clinical Compliance at the MGH. "Although this was a lab survey, it really was a hospital-wide assessment because the lab's services are so integrated into nearly every operation within the hospital. The surveyors said, as they have in the past, that we were accommodating and honest during their visit. And they really couldn't say enough about the clinical care that they witnessed. Every time they looked at the delivery of patient care, they were very impressed and complimentary."

However, surveyors did note that improvements need to be implemented in a few areas, mainly within clerical and administrative functions. "There are areas where we need to do a better job with verifying the work we have done," said John Belknap, director of Corporate Compliance. "For example, each machine has a scheduled calibration; however, written confirmation of this calibration was not documented. Our systems used to verify completion of this work need some improvement."

Another example of a system requiring improvement was documentation to support blood transfusion. The surveyors observed a transfusion and commented that the clinical care was excellent – however, the documentation specifics required for transfusion were not consistently located by the survey team.

In response to these findings, members of the laboratory compliance team are working closely with Patient Care Services and the Center for Quality and Safety to ensure that a proper and sustainable corrective action plan is immediately put into place. These plans will then be sent to the Joint Commission by mid-September. "While all of the areas that need improvement will be addressed, select findings may warrant a more detailed quality improvement assessment in order for us to make sure we not only fix the problems now but also prevent similar occurrences in the future," Adams said.

The MGH's next combined Joint Commission reaccreditation survey for both the hospital and the laboratory programs is scheduled for 2015.

— Model shop

(Continued from page 1)

converted to 3-D and then the data is sent to the 3-D printer. The printer builds layers of liquid polymer – like the layers of a cake – controlling the shape, and generating a 3-D physical model of the jaw. "This way, there is a rendering of the jaw with and without the tumor," says Bondeson. "The doctor is able to create a plan of attack prior to surgery. It's less risk, less time in the operating room and less time for the patient under anesthesia."

Adds McConnell, "Technology is a timesaver. Before the 3-D printer, it took days to create a model. Now, I go home at night and it's done the next day."

No job is too large; no task is too menial. Whether creating an intricate oxygenating device for infants in Third World countries or simply engraving a sign, the technicians are ready to bring ideas to life.

For more information about the Biomedical Engineering Model Shop contact Mike Cusack, PE, CCE, assistant director of Biomedical Engineering, at 617-724-1096 or *mcusack@partners.org*. ■

Daniel Geller honored with endowed chair in psychiatry

DANIEL GELLER, MD, director of the MGH Pediatric Obsessive Compulsive Disorder (OCD) and Tic Disorder Program, was honored June 27 as the first incumbent of the Michele and David Mittelman Family Endowed Chair in Child and Adolescent Psychiatry in the Field of OCD and Related Disorders.

The chair was funded by the Mittelman family along with contributions from several other families. Michele Mittelman spoke at the event, along with Peter L. Slavin, MD, MGH president, Jerrold Rosenbaum, MD, chief of Psychiatry, and Geller's mentor, James Harris, MD.

"Dr. Geller certainly is an appropriate selection for this chair, as he is known internationally for his innovative research in the field of obsessive compulsive disorder and other related conditions in young people," Slavin said. "Calling him a pioneer is an understatement, as his career is marked by many 'firsts' and unusual accomplishments."

Geller founded the Pediatric Obsessive-Compulsive Disorder Program at the MGH in 1992 and over the years has collected and characterized the largest sample of children and adolescents with OCD ever assembled. In addition, he was an early pioneer in characterizing the clinical characteristics of childhood-onset OCD and of co-occurring Tourette's syndrome and attention-deficit hyperactivity disorder. Geller was the first researcher to distinguish different genetic and familial patterns in childhood-onset, versus later-onset, OCD and related disorders.

He currently leads a first-of-its-kind pediatric study to test whether a medication tested for schizophrenia, trauma, anxiety and OCD in adults can speed up the therapeutic effects of behavioral therapy for children with the disorder. Geller is also initiating a study of the sudden, unexpected onset of OCD or tic symptoms in children immediately following a streptococcal infection – which may revolutionize the understanding and treatment of those illnesses.

"I am deeply honored to be the recipient of this chair," says Geller. "And to have the trust of the families who made this possible." ■

HONORING A PIONEER: From left, Slavin, Geller, Michele and David Mittelman, and Rosenbaum

James Rathmell named first Beecher professor

JAMES P. RATHMELL, MD, executive vice chair and chief of the Division of Pain Medicine in the MGH Department of Anesthesia, Critical Care and Pain Medicine, has been named as the inaugural incumbent of the Henry Knowles Beecher Professorship of Anesthesia. The endowed chair is named for the late Beecher, an internationally known anesthesiologist who also is considered the father of the double-blind, placebo-controlled clinical trial.

"It is fitting that Dr. Rathmell be named as the first incumbent as he and Dr. Beecher shared so many similar goals – primarily to discover the most effective means to relieve pain for patients," said MGH President Peter L. Slavin during a June 7 ceremony. "Dr. Rathmell dedicates the majority of his time to patient care and the education of physicians specializing in pain medicine and has played a central role in the development and publication of international clinical guidelines that have improved the safety and consistency of pain treatment."

Chief of the division since 2008, Rathmell is dedicated to strengthening and enhancing education and training programs both locally and nationally. He recently led a national multidisciplinary task force that designed pain medicine education in the U.S. and previously authored new fellowship training requirements implemented by the Accreditation Council for Graduate Medical Education (ACGME). In addition, Rathmell is vice chair of the ACGME Review Committee for Anesthesiology, where he guides the implementation of these new standards that govern pain subspecialty training for all physicians, including anesthesiologists, physiatrists, neurologists and psychiatrists.

"I am deeply honored to serve as the first incumbent to the Henry Knowles Beecher Professorship in Anesthesia. Dr. Beecher and I have some similarities, and our coming together in this way seems somehow fitting," says Rathmell. "The one link that perhaps ties us best is our interest in pain. Dr. Beecher spent his career trying to perfect the measurement of pain in the laboratory. My own career has focused on finding safer and more effective pain treatments and training physicians in the new medical specialty called pain medicine. I will still spend the majority of my time caring directly for patients and the Beecher professorship will allow me the flexibility to maintain my research and teaching efforts uninterrupted."

During the ceremony, Slavin also welcomed members of Beecher's family and outlined a few of the physician-researcher's significant contributions to the field. Some of Beecher's many clinical breakthroughs stemmed from his experiences serving in the U.S. Army in North Africa and Italy during World War II, when he consulted on resuscitation and anesthesia techniques for badly wounded soldiers. Beecher, who was named anesthetist-in-chief at the MGH in 1936, also was lauded for his efforts to institute informed consent standards to protect the rights of patients involved in research studies. ■

TREATING PAIN: From left, Slavin, Jeanine Wiener-Kronish, MD, chief of the Department of Anesthesia, Critical Care and Pain Medicine; Rathmell; and Dr. Jeffrey Flier, MD, dean of HMS

08.02.13

MGH HOTLINE

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IN GENERAL

David Altshuler, MD, PhD, of the Department of Molecular Biology and Department of Medicine, was honored for extraordinary leadership in "open science" by the White House's "Champions of Change" program. The June 21 event recognized 13 leaders and organizations – out of hundreds of nominees – for their work "using and promoting open scientific data and publications to grow our economy and improve our world." Altshuler was honored for the creation of a global alliance for sharing genomic and clinical data to learn about underlying causes of cancer, inherited and infectious diseases and individual responses to drugs. The project began in January, when 50 researcher-physicians from eight countries met to discuss the current challenges and opportunities in genomic research and medicine and how they could work collaboratively in the future. Other MGH participants in this effort included **Mark Daly, PhD,** of the Department of Medicine; **Gad Getz, PhD,** director of Bioinformatics at the MGH Cancer Center and the Department of Pathology; and **Daniel MacArthur, PhD,** of the Analytic and Translational Genetics Unit.

Carmen Vega-Barachowitz, MS, CCC-SLP, director of Speech, Language & Swallowing Disorders & Reading Disabilities at the MGH, was appointed a member of the Board of Trustees of the Bunker Hill Community College by Gov. Deval Patrick. Bunker Hill is a comprehensive, multi-campus urban community college that serves diverse educational needs. Vega-Barachowitz's appointment is effective immediately and expires March 2017.

Kristopher Kahle, MD, PhD, chief resident in the MGH Department of Neurosurgery, was named the recipient of the $100,000 Christopher C. Getch Fellowship Award for 2013-2014 by the Congress of Neurological Surgeons. The award is granted to a young neurosurgeon committed to advancing the practice of neurosurgery worldwide through excellence in education and scientific exchange. Kahle will utilize his fellowship to support post-doctoral fellowship studies at HMS and Boston Children's Hospital.

The Mass General Marathon Team: Fighting Kids' Cancer ... One Step at a Time raised a record $942,134 this year. The team, established in 1998, runs in support of the Division of Pediatric Hematology and Oncology at the MassGeneral Hospital *for* Children.

The MGH made a list of the top five hospitals and health-related organizations that "do social media right" on the Master of Health Administration Degrees website. The MGH was recognized for its EMNet findER, a smart phone application created by the Emergency Department that directs users to the closest emergency room anywhere in the U.S.

The MGH Institute of Health Professions was named a 2013 Great College to Work For by *The Chronicle of Higher Education*. The MGH Institute is the only school in Metro Boston in a survey that looked at more than 44,000 employees at 300 colleges and universities across the United States. This is the fourth year in a row that the MGH Institute has received this award. Employee feedback was the primary factor in deciding whether an institution received recognition.

— *Lung screening*

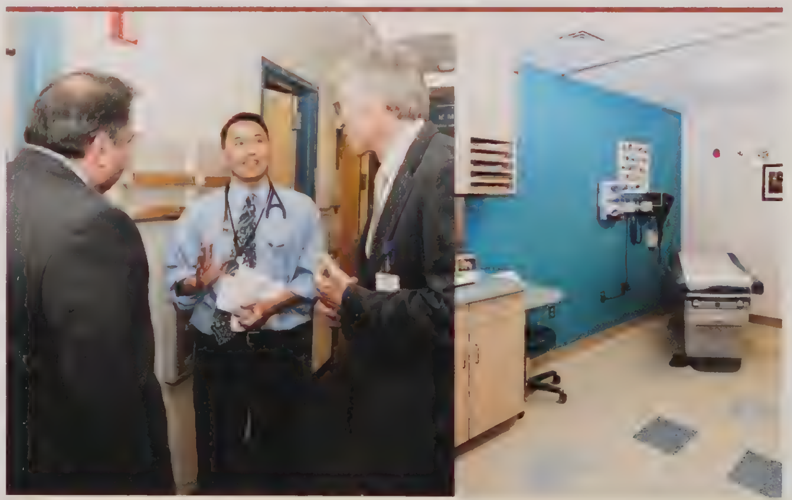
(Continued from page 1)

Currently, screening LDCTs are available for high-risk patients at select MGH Imaging locations. "The LDCT requires no preparation or injection, can be performed quickly and will be interpreted by dedicated thoracic radiologists who are experienced in diagnosing lung cancer," said Jo-Anne Shepard, MD, director of Thoracic Imaging and Intervention in the Department of Radiology.

Physicians can order LDCT lung cancer screenings by visiting *http://roe.partners.org* or by calling 617-724-9729. At this time, these scans require an out-of-pocket payment of $350. In the future, insurance may cover the cost.

"Early detection saves lives," said Lecia Sequist, MD, MPH, of the MGH Cancer Center. "This is a huge step forward for this large patient population of smokers or former smokers who are in this high-risk category and account for 85 percent of lung cancers in the United States."

For more information or to refer a patient to the Lung Screening Clinic, email *ckazanjian@partners.org* or *ilennes@partners.org*. For information on LDCT, email *jshepard@partners.org*.



REVERE MAYOR DANIEL RIZZO, at left, joined MGH Revere HealthCare Center staff – including pediatrician John Co, MD, center, and the center's director Roger Pasinski, MD – for a recent ribbon cutting ceremony at the site's new pediatric unit. The renovations added three additional exam rooms, an expanded physician's office, space for administrative staff and a separate waiting area created to improve efficiency and accommodate increased patient volume. At right, one of the new exam rooms at the MGH Revere HealthCare Center pediatric unit.

08.09.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A package deal

THIS IS NOT A ROUTINE TRAFFIC STOP. Whirling through the halls of Ellison 16, a motorized wheelchair is pulled over by Police and Security. The man using the wheelchair, with a megawatt grin, is Kevin Currie, an MGH Mail Services volunteer, and the traffic stop is just another practical joke concocted by his adoring coworkers. It is evidence of the growing circle of friends Currie has cultivated during his seven years as a volunteer at the hospital.

"Everyone knows Kevin – it is incredible. If you go through this hospital – security, the cafeteria staff, the people in the food line – I've been here 32 years, and I don't know half of these people," says David Gaboriault, an associate in Mail Services. "And they're saying, 'Hi Kevin. How are you Kevin?' It's just amazing."

"When I first started working here I didn't know anyone," says Currie. "Now I'm getting to know the whole hospital."

Gaboriault and Currie are in a way a union of opposites. One is a fan of Broadway, the other a sports aficionado with the license plates of nearly every Boston team posted on his wheelchair. The two met last spring when Currie – then a volunteer for the Thyroid Department – was picking up mail. "He asked a lot of questions and seemed inquisitive about Mail Services so I said, 'Do you want to volunteer?'" says Gaboriault.

"And I jumped at the opportunity," exclaims Currie.

In addition to his physical disability, Currie also is legally blind with virtually no peripheral vision, but – undaunted by physical limitations – he quickly learned the ins and outs of the department and soon earned his nickname, "The Kevin Express."

(Continued on page 2)

EXIT
the KEVIN EXPRESS

STAMPED WITH A SMILE: Gaboriault, left, sorting mail with Currie.

Sports Medicine Service welcomes new chief

MATTHEW PROVENCHER, MD, has been appointed chief of the MGH Sports Medicine Service, succeeding Thomas Gill, MD, who served as chief for seven years. During that period of time, the Sports Medicine Service underwent tremendous growth and became recognized as a national leader in research and education. Gill will remain active at the MGH, focusing on his clinical and academic work. He also will continue as the medical director for the New England Patriots.

"I am thrilled to have Matt joining us. I have been lucky enough to work with Matt over the years in our national societies, and we share the same passion for research and education," says Gill.

Before coming to the MGH in April, Provencher served as the director of Orthopædic Shoulder, Knee and Sport Surgery at the Naval Medical Center in San Diego, Calif., and also as the primary orthopædic physician for the U.S. Navy Seals. A graduate of Dartmouth Medical School, he previously held several leadership positions in the

(Continued on page 2)

PROVENCHER

IN MEMORIAM

Cesar Villa, RN

CESAREO "CESAR" VILLA, RN, who worked in the MGH operating room for more than 40 years before he retired in 2009, died July 26. He was 71.

"Cesar was an understanding person who forever helped us," recalls Dinesh Patel, MD, chief of Arthroscopic Surgery. "One can imagine how hard it was to start the Arthroscopic Surgery Department and he was there to help in the old Baker building and then the Wang Same Day Surgery Unit. He made huge differences."

Villa worked in the operating room in various roles. He was vital in mentoring staff in understanding instrumentation, procedures and the importance of the scrub role, says Deborah McGrath, RN. "There are no words to adequately describe Cesar. You had to be lucky enough to have known him."

Adds Karen Kelly, RN, "He was a wealth of nursing knowledge who mentored many nurses in the practice. It was always a good day when you were working with him."

His colleagues say they will remember him best for his exceptional leadership as the Orthopædic Team Leader in the Same Day Surgery Unit.

"Cesar was an excellent nurse and a wonderful gentleman who made his colleagues feel special," recalls Maureen Mullaney, RN. "He never forgot a birthday. He excelled in the team leader role by sharing and teaching orthopædic procedures in a style that made it easy to learn and retain the fundamentals. He was a man who touched many lives."

Villa is survived by his wife of 25 years, three children, a sister, three brothers and two grandchildren. Funeral services were held Aug. 3.

— *Sports Medicine chief*

(Continued from page 1)

U.S. Navy, including as director for Surgical Services for the USNS Mercy (TAH-19), one of two U.S. Navy hospital ships. He also directed the surgical team on the 2012 Pacific Partnership mission, the largest humanitarian and civic assistance operation in the Asia-Pacific region focused on building stronger relationships and disaster response capabilities throughout the area.

"The lessons I learned from the Navy Seals are loyalty and teamwork, which are applicable to anything I do here at MGH," says Provencher. "We want to provide meaningful and impactful care for our patients, and a meaningful educational experience for medical students, residents and fellows as well as a culture of mentorship and training."

Provencher says that during his first few months on the job he has been thoroughly impressed by the MGH's multidisciplinary approach to patient care, which matches his belief that care should center not only on a surgical problem but also the whole well-being of the patient.

"I really want to increase our community outreach and enhance our presence as international experts in musculoskeletal, comprehensive sports care so that we can have meaningful contributions to benefit people of all ages," Provencher says. "This way we are able to provide the highest level of clinical care, education and research, which are all focused on making a significant impact in a patient's life."

— *A package deal*

(Continued from page 1)

"He delivers packages, all patient mail, return-to-sender items and sorts mail in the Wang building," says Gaboriault. "Kevin will do anything. He gives 100 percent. It's amazing to be with someone who is always smiling, has a great attitude and wants to help."

Jim Burns, CMDSM, EMCM, Linen and Mail Services supervisor, credits Gaboriault with being a friend and mentor to Currie, whom they all consider to be a core member of their team. "To see David take the time to allow Kevin to contribute on a regular basis is remarkable. They have formed a unique and special friendship. They complete all their daily work assignments keeping each other focused on the task at hand. David and Kevin also have lunch together a few times a week."

Last October, Currie received a 4,000-hour pin in recognition of his hours of volunteer service, and he already is close to 6,000 hours. A few weeks ago, Burns received a letter from Currie while he was away at a week-long camp in Connecticut. In it Currie joked, "Let's hope I have my job when I get back."

"All joking aside, we want Kevin to stay for a long, long time," Burns says. "He is a valued member of the team and makes life easier for everyone." ■

Massachusetts
#1 FAN
RED SOX
Patriots
BOSTON
100 YEARS

LICENSE TO MAIL: Currie on his delivery route

FDA sets new labeling regulations for gluten-free foods

IN A LONG-AWAITED STEP toward accurate gluten-free food labeling, the U.S. Food and Drug Administration (FDA) has released its definition of "gluten free" to be used by food manufacturers. The rule defines gluten free, in part, as having less than 20 parts per million of gluten.

"This is the final step in what has been a very long journey to improved food safety for individuals with celiac disease and other gluten-related disorders," says Alessio Fasano, MD, director of the Center for Celiac Research at MassGeneral Hospital *for* Children (MGH*f*C). "We welcome the new FDA regulations, which will bring us in line with gluten-free labeling regulations for millions of people around the world."

The new gluten-free labeling regulations were mandated as part of the Food Allergen Labeling and Consumer Protection Act of 2004, which requires food manufacturers to list the eight major food allergens. Wheat, one of those allergens, is a major source of gluten. In the autoimmune disorder of celiac disease, consumption of gluten sets off a reaction that damages the small intestine, leading to malabsorption of nutrients and an array of symptoms. For people with celiac disease and other gluten-related disorders, the gluten-free diet is a medical necessity, says Fasano.

"Accurate gluten-free labeling will help our patients stay safe in a world where gluten is included in many, many food products," says Fasano. "We're looking forward to working with the federal government, industry members, celiac support groups and health care colleagues to help translate this definition into improved shopping and living conditions for individuals with celiac disease and other gluten-related disorders."

Twenty parts per million (ppm) – or 20 parts of gluten per one million parts of a food – is an accepted standard in many parts of the world for products that are labeled gluten-free, says Fasano. "The evidence-based research published by our center, which has been confirmed by studies from colleagues around the world, conclusively supports the 20 ppm level as a suitable safety threshold for gluten-free products."

Research from the center has shown that 10 milligrams per day of gluten consumption is a safe level for the vast majority of individuals with celiac disease. This is the equivalent of about one-eighth of a teaspoon of flour, says the center's registered dietitian Pam Cureton, RD, LDN. "To put it in perspective, you would have to eat about 18 slices of gluten-free bread in one day to reach the daily 10 mg level of gluten consumption," says Cureton.

"Through the advocacy work of the Center for Celiac Research, the American Celiac Disease Alliance and other groups, parents of children with celiac disease and people of all ages with gluten-related disorders will be able to shop more safely for the food they need," says Ronald Kleinman, MD, MGH*f*C physician-in-chief. ■

MGH study finds nerve damage in some fibromyalgia patients

ABOUT HALF OF A SMALL GROUP of patients with fibromyalgia – a common syndrome that causes chronic pain and other symptoms – was found to have damage to nerve fibers in their skin and other evidence of a disease called small-fiber polyneuropathy (SFPN). Unlike fibromyalgia, which has had no known causes and few effective treatments, SFPN has a clear pathology and is known to be caused by specific medical conditions, some of which can be treated and sometimes cured. The study from MGH researchers will appear in the journal *PAIN* and has been released online.

"This provides some of the first objective evidence of a mechanism behind some cases of fibromyalgia, and identifying an underlying cause is the first step towards finding better treatments," says Anne Louise Oaklander, MD, PhD, director of the Nerve Injury Unit in the MGH Department of Neurology and corresponding author of the *PAIN* paper.

The term fibromyalgia describes a set of symptoms – including chronic widespread pain, increased sensitivity to pressure, and fatigue – that is believed to affect 1 to 5 percent of individuals in Western countries, more frequently women. While a diagnosis of fibromyalgia has been recognized by the National Institutes of Health and the American College of Rheumatology, its biologic basis has remained unknown. Fibromyalgia shares many symptoms with SFPN, a recognized cause of chronic widespread pain for which there are accepted, objective tests.

Designed to investigate possible connections between the two conditions, the current study enrolled 27 adult patients with fibromyalgia diagnoses and 30 healthy volunteers. Participants went through a battery of tests used to diagnose SFPN, including assessments of neuropathy based on a physical examination and responses to a questionnaire, skin biopsies to evaluate the number of nerve fibers in their lower legs, and tests of autonomic functions such as heart rate, blood pressure and sweating.

The questionnaires, exam assessments and skin biopsies all found significant levels of neuropathy in the fibromyalgia patients but not in the control group. Of the 27 fibromyalgia patients, 13 had a marked reduction in nerve fiber density, abnormal autonomic function tests or both, indicating the presence of SFPN. Participants who met criteria for SFPN also underwent blood tests for known causes of the disorder, and while none of them had results suggestive of diabetes, a common cause of SFPN, two were found to have hepatitis C virus infection, which can be successfully treated, and more than half had evidence of some type of immune system dysfunction.

"Until now, there has been no good idea about what causes fibromyalgia, but now we have evidence for some – but not all patients. Fibromyalgia is too complex for a 'one size fits all' explanation," says Oaklander, an associate professor of Neurology at Harvard Medical School. "The next step of independent confirmation of our findings from other laboratories is already happening, and we also need to follow those patients who didn't meet SFPN criteria to see if we can find other causes. Helping any of these people receive definitive diagnoses and better treatment would be a great accomplishment."

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TURN IT AROUND: Tucker, center, with youth involved in the "Turn it Around Charlestown" campaign, which raises awareness about the harmful consequences of prescription drug abuse.

White House official learns about MGH's substance abuse prevention and treatment efforts

BENJAMIN B. TUCKER, deputy director of State, Local and Tribal Affairs for the White House Office of National Drug Control Policy, recently visited Charlestown to meet with area residents and MGH physicians and staff to discuss substance abuse prevention and treatment efforts. The visit was hosted by the Charlestown Substance Abuse Coalition, a community-based group of residents, businesses, organizations, professionals and advocates who work together to reduce substance abuse. The program is supported by the MGH Center for Community Health Improvement.

"Finally, the government recognizes that, as Director Tucker said, 'We can't arrest our way out of the problem,'" said Mark Eisenberg, MD, chief of Adult Medicine at the MGH Charlestown HealthCare Center, who treats many patients in various stages of substance abuse and recovery. "We need to continue to provide treatment on demand and expand services across the continuum of care."

During his visit, Tucker also met with local residents in their 20s who are in the early stages of substance abuse recovery and with teens who have made a commitment to avoid drug and alcohol use. ■

Changes at Eat Street Café

THE EAT STREET CAFÉ will look a little different starting Aug. 15. A wall will be constructed to block off a portion of the café to accommodate a patient food services renovation project.

"The Carvery, where main entrees are served, will have some traffic redesign but services will not be eliminated, just rearranged," said Susan Barraclough, MS, RD, LDN, director of MGH Nutrition and Food Services. "The panini and sushi area will close briefly, but will reappear in a new location. My hope is that people will barely notice."

For the next year, while the current patient food services space in the Ellison building basement is undergoing renovations staff will prepare menu items for patient trays in the area behind the café's temporary wall. Nutrition and Food Services plans to decorate the wall with photos and quotes from staff working behind it.

"This is part of a strategic plan to change the way we deliver food to the bedside. We want to improve the patient experience and remove inefficiencies and redundancies," Barraclough said.

DRIVES FOR DURANT: From left, Peter L. Slavin, MD, MGH president; David F. Torchiana, MD, chairman and CEO of MGPO; Carl Martignetti, chair of the MGH President's Council; and Jay Loeffler, MD, chief of Radiation Oncology.

ON THE GREENS of Oyster Harbors Golf Course in Osterville, Mass., golfers recently teed off to support the Thomas S. Durant, MD Fellowship for Refugee Medicine, which raised $57,000. The fellowship, sponsored by the MGH Center for Global Health, is named to honor the late Durant who dedicated his time to helping refugees of natural disasters, famines and victims of war across the globe. Fellows are picked based not only on medical skills but also on a passion for humanitarianism. Following the tournament, Fellowship Director Laurence Ronan, MD, introduced 2005 recipient Grace Deveney, RN, MPH, who spoke about her work with Syrian refugees in Jordan.

08.16.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Walking dead infuse life into classrooms

THE APOCALYPSE IS COMING: Schlozman, right, and Bialik demonstrate the technology to students.

"IN SPACE, NO ONE CAN HEAR YOU SCREAM." This original – and factual – quote was introduced into pop culture as a tagline for the 1979 movie "Alien." Today the saying is an example of how the magic of the big screen can engage students in classrooms across the country, says Steven Schlozman, MD, of the MGH Department of Psychiatry. "Sound actually needs molecules to vibrate, and there are no molecules in the vacuum of space. If you watch 'Star Wars' they use all kinds of sound effects in space, but 'Battlestar Galactica' doesn't use sound and kids want to know why."

The MGH psychiatrist has been hurled into the Hollywood spotlight since the 2011 release of his debut novel, "The Zombie Autopsies: Secret Notebooks from the Apocalypse," providing expert advice to filmmakers through The Science & Entertainment Exchange, a program of the National Academy of Sciences. Most recently, Schlozman was contacted by Texas Instruments to assist with the development of a Zombie Apocalypse curriculum, part of its "STEM Behind Hollywood" program. This free Hollywood-inspired online education activity is aimed at getting middle and high school students excited about careers in science, technology, engineering and mathematics (STEM).

(Continued on page 2)

Everybody's library

WHEN IT COMES TO RESEARCHING HEALTH CARE, everyone wants high-quality, trustworthy information. At the MGH, the Treadwell Library has been a valuable resource for MGH employees, patients and their families for more than 150 years. "We provide what has been published and peer-reviewed by knowledge leaders in the field. We can help a patient gain a deeper understanding of a health problem or save an MGH employee time by creatively searching biomedical literature. We teach our users how to find and manage the resources they need," says Elizabeth Schneider, director of the Treadwell Library.

Although the library has changed significantly in recent years as more information

(Continued on page 2)

BETWEEN THE STACKS: A quiet spot in the Treadwell Library

— Treadwell Library

(Continued from page 1)

has become available electronically, it remains relevant by offering thousands of online books, a mobile phone version of its website and new services such as a downloadable foreign language tool with 40 languages and 15 ESL courses. More than 1,500 people walk into the library in Bartlett Hall Extension every week, some to find solitude or work quietly in groups, others to use print resources or public-access computers. The MGH Learning Lab – which connects hands-on, simulation-based learning with reflective learning is also located at the library.

"The resources at Treadwell are comprehensive," says Schneider. "Clinicians can use tools to find supporting evidence for clinical decisions and practice; researchers can use QUOSA, which helps automate knowledge management workflow; and students and faculty have access to online books, journals and videos."

Schneider says she wants to eliminate the common misconception that the library is only open to clinical staff. "Treadwell is a place for everybody," she says. "We are available not only to consult on clinical questions, systematic reviews, publications or grants, but also to assist employees going back to school who need help finding information for their paper or project. Or to answer questions ranging from 'What is the preferred treatment for a particular cancer?' to 'What was the typical life span of a Neanderthal?'"

The Treadwell Library is located next to the Their Building, across from the Wang lobby. Hours of operation are 7 am to 8 pm Monday through Thursday and 7 am to 7 pm Friday. For more information visit *www.massgeneral.org/library/* or call 617-726-8600.

IN MEMORIAM

Sandra Hession, RN, BSN, CGRN

SANDRA HESSION, RN, BSN, CGRN, who worked at the MGH for 34 years, died July 11 at the age of 66. Hession is remembered by her colleagues as a dedicated leader and a wonderful teacher who was a valuable resource for information.

"Our unit has lost a dear friend," says June Guarente, MS, RN, CGRN. "Sandy will be remembered not only as an expert GI nurse, but also as a vibrant spirit – whom many came to know outside of work and will remember her passion for life."

Hession began her MGH career as a staff nurse on Bigelow 7 and also worked for Internal Medical Associates, but the Endoscopy Unit is where she made her greatest and longest lasting impact, her colleagues say.

"She passed on her own 'lamp of knowledge' to many nurses, physicians, scope techs, GI/surgical techs and PCAs," says Guarente. "It is no wonder she was given the nickname 'Flo' – short for Florence Nightingale – by one of the Endoscopy nurses."

A resident of Tewksbury, Hession graduated from Malden Hospital School of Nursing in 1978 and earned a BSN from Northeastern University in 1988. In 2002, she became certified as a GI nurse and was the first nurse in the Endoscopy Unit to receive recognition as a clinical scholar. Hession was an active member of the Endoscopy Advisory and GI Endoscopy committees. She retired from the MGH in 2012.

"I knew Sandy for 26 years," says Susan Leavitt, RN, of the Neuromuscular Diagnostic Center. "She was a mentor. She was patient, kind and always willing to help everyone. I will miss her so much."

Hession is survived by her husband, Peter Hession; mother, Alma Marquis; sons, Paul Hogan Jr. and Keith Hession; sister, Janine Myers; brothers, Noel and Gene Marquis; and four grandchildren. A memorial service was held July 15.

— Zombies in the classroom

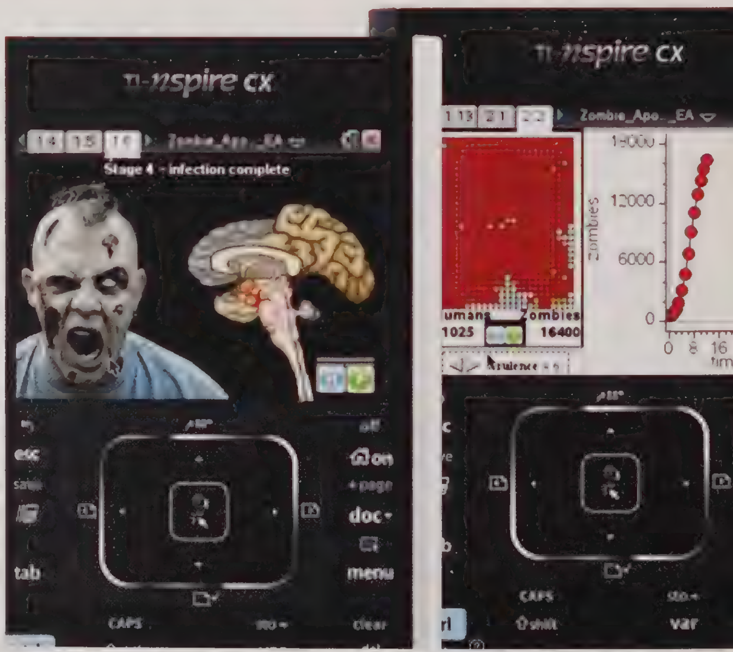
(Continued from page 1)

"It's fun," says Schlozman. "I used to be an English and science teacher. The idea of using stories to teach makes sense because there is a lot of data out there to support the idea that kids believe what they see. We have a real opportunity to tease the science out of them so they might pursue careers they normally wouldn't."

Zombie Apocalypse was developed with assistance from actress and STEM education advocate, Mayim Bialik, who – like her character in "The Big Bang Theory" television show – has a PhD in neuroscience. Schlozman joined Bialik in New York City earlier this month to promote the technology during the program's launch.

"We want to get the word out to teachers and administrators," says Schlozman. "Using the notion of Hollywood stories – zombies in this instance – to teach students about epidemiology and neurology is ground-breaking. We are taking real-life scenarios like ebola outbreaks and modeling the transmission of a hypothetical zombie contagion through the human population, the infection rate and logistics patterns."

In addition to zombies, "STEM Behind Hollywood" downloadable activities will feature other popular movie themes including space, superheroes and forensics. For more information visit *www.stemhollywood.com.* ■



A LESSON IN ZOMBIES: Handheld devices depict the spread of airborne infection.

MGH HOTLINE

One patient • One Record • One Team • One Partners Statement

One patient, one record

THE MGH IS ONE OF THE FIRST hospitals in the Partners network to begin using the new Epic electronic health record system, called Partners *e*Care. Once complete, it will offer a single, integrated system that will replace most of the existing clinical and administrative systems at the MGH.

The overriding goal is "one patient, one record, one team, one Partners statement," enabling patient clinical and administrative information to seamlessly flow anywhere within the Partners system. This is planned to improve coordination, reduce duplication of care, avoid unnecessary tests and support the nation's urgent health care quality and cost imperatives. Partners *e*Care will be fully implemented throughout the Partners system by 2017, making it the largest program of its kind in the history of Partners.

MGH puts new system to the test

A YEAR AFTER PARTNERS HEALTHCARE partnered with Epic to design and configure its new enterprisewide electronic health record, the first phase of the Partners *e*Care system will be tested at the MGH. Over the next several months, representatives from the MGH and Partners *e*Care will analyze dozens of real-life scenarios to ensure it meets the needs of the hospital's staff and patients.

Testing of the "revenue cycle" portion of the new system – which supports administrative tasks such as patient appointment scheduling, billing, coding and admissions – is expected to run through May 2014, with the system officially going live that July. The clinical portion of the system is scheduled to be in place by 2016.

"This is the first time we get to see the system come together," says Olivia Roberts, Partners *e*Care program manager for MGH/MGPO. "We have worked closely with Epic, the Partners *e*Care teams and MGH leadership to develop patient scenarios that are specific and appropriate to our institution. It isn't feasible to test every patient scenario, but our goal is to test the new system by putting it through as many scenarios as possible."

The revenue cycle testing comes after months of validation sessions where more than 800 MGH staff shared their expertise to help guide, build and strengthen the new single patient record system. "Testing is the next important step in the process that lets us put the new system through its paces prior to bringing it inside the hospital," Roberts says. "Later in the integrated testing process, we also will involve MGH site representatives, allowing us to introduce them to the new system prior to training, which is great exposure."

MGH staff seeking more information can access *https://partnersecare.partners.org/* and sign up for email alerts to receive important updates. ■

Neurology Infusion Center: A feeling of family

WHEN A PATIENT VISITS THE MGH NEUROLOGY INFUSION CENTER it doesn't feel like a hospital setting, says Cheryl Tierno, RN. "Because we see patients so frequently – often up to five times per month – they become a part of our family and are treated like family. Even patients develop relationships with other patients. It's very unique. I love my job and look forward to coming to work every day."

Tierno has worked for the MGH for 30 years and has been with the Neurology Infusion Center since its 2006 inception. The center is an ambulatory outpatient unit that delivers infusion and intravenous (IV) services to patients, ages 18 and older, who have a variety of neurological disorders. On average, the unit sees 12 to 14 patients per day but more referrals from MGH clinicians for ambulatory patients are welcome. The infusion center offers intravenous immunoglobulin, monoclonal antibody therapy, steroids and low-dose chemotherapy agents for patients with autoimmune disorders, enzyme therapy for lysosomal storage disease and hydration treatments for patients with complex medical issues.

"We are really trying to reach out to the entire MGH community," says Tierno. "We originally opened our services to other departments and are now working with rheumatology, immunology, dermatology and GI. We look forward to providing infusion services to other departments in the future."

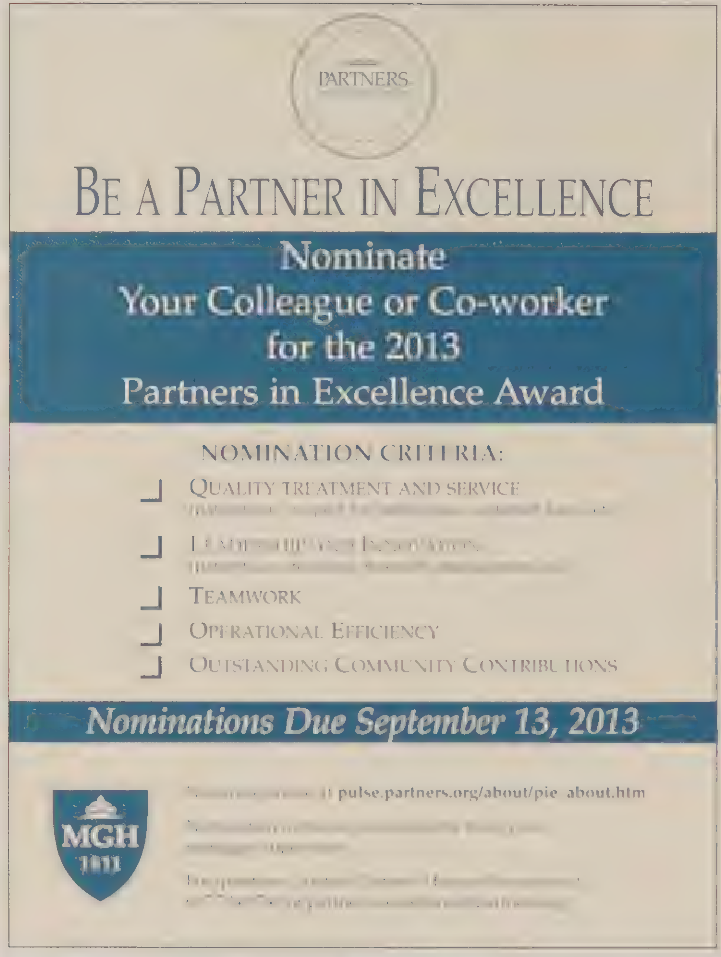
The infusion center is equipped with eight reclining chairs, individual LCD TVs, wireless internet access and a private room. But as the center's practice manager Melissa Thurston Appleton points out, the calm and inviting setting is secondary to the compassionate care. "When patients come here they receive not only excellent physical care but also emotional care. Nurses guide them through the process, answer their questions and form a really nice partnership. That's how it is throughout the MGH and that's what patients say makes a difference to them and what's special about the infusion center."

COMPASSIONATE CARE:
Tierno answers a call in the infusion center.

For more information about the Neurology Infusion Center, located on the eighth floor of 165 Cambridge St., email Appleton at *mappleton@partners.org* or call 617-724-7013.

08.16.13

MGH HOTLINE



PARTNERS

BE A PARTNER IN EXCELLENCE

Nominate
Your Colleague or Co-worker
for the 2013
Partners in Excellence Award

NOMINATION CRITERIA:

☐ QUALITY TREATMENT AND SERVICE
[illegible]
☐ LEADERSHIP AND INNOVATION
[illegible]
☐ TEAMWORK
☐ OPERATIONAL EFFICIENCY
☐ OUTSTANDING COMMUNITY CONTRIBUTIONS

Nominations Due September 13, 2013

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Partners in Excellence award nominations

SINCE 1996, the Partners in Excellence (PIE) program has recognized employees who go above and beyond in contributing to the success of Partners' institutions. The deadline to submit nominations for the 2013 award is Sept. 13. Individuals and teams can be recognized in one of the following categories:

- Quality treatment and service
- Leadership and innovation
- Teamwork
- Operational efficiency
- Outstanding community contributions

Nomination forms may be completed online by visiting *http://pulse.partners.org/PIE/InstructionsWEB.asp* or for paper nomination forms, call 617-724-9743.

The selection committees will review nominations in January and the annual PIE Award ceremonies will be held at the MGH in April 2014.

Rolling out fun

WAITING FOR APPOINTMENTS in the MassGeneral Hospital *for* Children's (MGH*f*C) Pediatric Imaging waiting room became a lot more fun this week thanks to a donation of a new Starlight Fun Center. The secure, portable, all-in-one gaming and video console features a Wii gaming system with 22 games, a DVD player and a plasma TV.

"The game consoles are a way for kids to just be kids during their hospital experience," said Katie Weagle, Pediatric Imaging child life specialist. "They can help provide a bit of distraction as well as alleviate some anxiety for not only the children, but also for parents."

WHEEL-Y COOL: Scuccimarra, center, cuts the ribbon on the new Starlight Fun Center with support from fellow Shaw's employees, from left, John Anderson, Paul Nerney and Matt Celona.

The device was presented to MGH*f*C by the Starlight Children's Foundation, through a $5,000 sponsorship from Colgate-Palmolive and Shaw's supermarkets, during a ribbon-cutting and thank-you ice cream party on Aug. 14. It is the sixth console donated by the foundation to MGH*f*C's pediatric units. Weagle said the consoles are popular with children and their parents who often play the games together.

"This is a fantastic opportunity to do something for the children," said John Scuccimarra, Shaw's district manager. "These games help kids feel comfortable and we're happy to be a part of this. It's important to help children feel normal in this abnormal environment." ■

Announcements available online
To read this week's
'What's Happening'
column, visit
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Submit news tips
and story ideas
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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Hausman Fellowship inspires futures

EMPOWERING: Hausman Fellow Huong Nguyen receives a congratulatory corsage.

WHEN MARGARETTA HAUSMAN was a patient at the MGH she made an observation – her fellow patients were of all races, backgrounds and religions, but the majority of her caregivers were not. To promote recruitment of minority nurses and meet the needs of a diverse patient population, she formed the Hausman Fellowship program.

Six years after its inception, 15 aspiring clinicians were honored at an Aug. 16 reception in the O'Keeffe Auditorium. The Hausman Fellows successfully completed a six-week program in which each student was paired with an MGH nurse mentor to provide meaningful clinical, practical and social learning experiences.

Kiera Hirayama's call to nursing began in high school. Later, while working on a research project for Alzheimer's disease, she was led to the MGH. A nursing student at Creighton University in Omaha, Neb.,

(Continued on page 2)

LIFESAVING [illegible]: An Iraqi medical team learns new resuscitation techniques for newborn care.

PHOTO COURTESY OF BRETT NELSON, ME

Teaching in turmoil

THE HEALTH CARE SYSTEM in Iraq, previously among the best in the Middle East, has been severely weakened over the last couple of decades because of spending cuts under the former Saddam Hussein regime. These cutbacks have particularly devastated the southern region, which now has some of the worst health conditions in the country.

One group working to improve these conditions is the International Children's Heart Foundation (ICHF), which performs heart-saving surgeries on children with congenital defects. In conjunction with the organization's outreach programs to improve overall health care for women and children in impoverished countries, an MGH-based nurse and physician team recently traveled to the Bint Al-Huda Maternity and Child Teaching Hospital in Nasiriyah to brainstorm solutions for the large number of maternal and neonatal fatalities in the region.

(Continued on page 4)

Care Redesign Fair celebrates innovative improvements

FOR THE PAST THREE YEARS, teams of experts at the MGH and other Partners HealthCare affiliates have focused on finding ways to improve the quality and efficiency of care, as part of a comprehensive strategic care redesign program. From 9 am to 2 pm on Sept. 4, staff are invited to attend a special "Care Redesign Fair" under the Bulfinch Tent to learn more about the efforts of these 20 multidisciplinary teams and to hear from a national expert about why care redesign is the way of the future.

"We look forward to showcasing the many accomplishments leading to improved value for our patients developed by these incredibly hardworking teams since the program's launch in 2010," says Michael R. Jaff, DO, director of the MGH/MGPO Care Redesign initiative. "Leaders from MGH will also provide insights into how our efforts represent the prescription for success in the rapidly changing health care delivery environment."

Across Partners, teams have developed and implemented recommendations for specific diseases and procedures involved in disease management – including colon cancer, coronary artery disease, diabetes mellitus and stroke. In 2011, the MGH began launching additional care redesign teams – including most recently, those focused on breast cancer, congestive heart failure, pain management, kidney stones and strategies to reduce readmissions across the MGH.

The fair kicks off with a poster session, followed by opening comments by Jaff at 10 am. He will then introduce keynote speaker David Longworth, MD, chair of the Cleveland Clinic Medicine Institute and team leader for the clinic's Value Based Care initiatives program, who will provide insights into how care redesign has emerged as the major strategy of the Cleveland Clinic Foundation. Other presentations and a panel discussion with MGH and MGPO senior leadership will follow. Following closing remarks at noon, the poster session will continue until 2 pm.

"We are very pleased to welcome Dr. Longworth to the MGH and to highlight the great work of our care redesign teams," Jaff says. "With the rich MGH tradition of providing world-class care for almost 200 years, this event will provide all MGH employees an opportunity to see how we are strategizing to continue to lead health care into the future."

For more information, contact Erin Conklin, senior consultant in the Center for Quality and Safety, at *econklin@partners.org* or 617-726-7806. For more information, about care redesign, visit the MGH/MGPO Priorities website at *http://priorities.massgeneral.org/Home.html*

Summer Jobs program creates opportunities for next generation of health leaders

MORE THAN 200 YOUNG PEOPLE, many dressed in hospital scrubs, filled the Starr Center o Aug. 14 to celebrate the end of the 23rd MGH Summer Jobs program. The annual event honored high school and college students who participated in the six-week educational and mentoring experience – overseen by the Center for Community Health Improvement – and the MGH staff who supervised them.

"We hope that you take back to your classrooms your interest in science and health experienced during your tenure at MGH. We need you, and we look forward to seeing many o you next year," said MGH President Peter L. Slavin, MD.

Hermioni Lokko, MD, MPP, a second-year resident in the MGH/McLean Psychiatry Residency Program, served as the event's keynote speaker. Born in Ghana, Lokko received her bachelor's degree from Purdue University and her graduate public policy and medical degrees from Harvard. In her remarks, Lokko stressed the importance of believing in one's capacity to succeed. "Success is attainable, regardless of your background," she said.

During the event, Doris Dewing, a supervisor in Laboratory Support Services, and Kris Klincewicz, supervisor of Patient Transport, Specimen Pickup and Equipment Services, were recognized for their contributions to the program. Also honored were Mike Rubin and Valeria Lowe-Barhami, the principals of East Boston High and the Timilty Middle schools respectively, who were praised for their leadership and partnership with the MGH. ■

PRIDE-FILLED PROGRAM: Omar Janoudi, who graduated from East Boston High School in the spring, shares a smile during the celebrati

— *Hausman Fellowship*

(Continued from page 1)

Hirayama said she is grateful for the fellowship opportunity. "I learned so much from these great nurses. To see the qualities of compassion and care they provided. This is the type of nurse I want to be."

Following the ceremony, students were asked to speak about how the program has energized their future. "Last summer at this time I didn't know I would be here today," said Marie Etiene, a student at Simmons College. "And today I don't know where I will be next year. All I know is that I want to make an impact in a positive way."

For more information about the Hausman Fellowship program, contact Deborah Washington, RN, PhD, director of Diversity for Patient Care Services, at 617-724-7469 or *dwashington1@partners.org.* ■

Hear to listen

WHAT IS IT LIKE TO HOLD A HUMAN HEART?

"In the figurative sense that is what we do here at the MGH," said Rev. John Polk, DMin, BCC, director of the MGH Chaplaincy. "We hold people's hearts in our hands."

Earlier this month, Polk delivered an MGH Senior HealthWISE lecture, "The Experience of a Chaplain; Finding Comfort and Strength." Having come to the MGH last July, he spoke about how his first year with the Chaplaincy involved critical and delicate work, particularly in the days and weeks following the Boston Marathon bombings. "Terrorism was unfamiliar territory," said Polk. "But we provided a listening ear and a comforting presence for the wounded, their families, the hospital staff – and for each other."

The MGH Chaplaincy follows a protocol like the rest of the medical world, Polk said. The chaplains conduct assessments of each patient, develop a care plan, utilize best practices, work collaboratively, focus on outcomes and document work. "We believe everybody believes in something, so everyone can benefit from spiritual care."

Each board-certified chaplain at the MGH serves all traditions, cultures and beliefs and is trained to support the belief system of the person being served without imposing their own beliefs. "Never do chaplains attempt to convert anyone to anything. We come to be with those who are suffering – to 'hear' not to 'fix,'" Polk said.

During his presentation, Polk described a chaplain's work as a collection of true, real-life stories – noting one event that occurred when he worked in Missouri, and resulted in one of the most profound experiences of his life. A 30-year-old man with a badly diseased heart was waiting in the hospital for a transplant. Polk waited with him. After three months, a new heart finally arrived, and Polk was on the list to observe the transplant.

Polk said, "The surgeon removed the diseased heart and handed it to a nurse who asked me if I would like to see it up close. The nurse not only showed me the heart but placed it in my hands. The heart was still moving, quivering – almost beating."

For more information about the MGH Chaplaincy call 617-726-2220 or visit *http://www.mghpcs.org/chaplaincy.* ■

POLK

Blessed blankets

"EVERY STITCH is a prayer, and the hands creating the shawl are praying for the healing of the shawl's eventual recipient," says Rev. Patti Keeler, of the MGH Chaplaincy. Nearly 200 shawls were recently blessed in the MGH Chapel representing a practically infinite amount of prayers for recovery. The shawls were knitted and crocheted by church groups, MGH staff and patients in the hope that each patient or caregiver who received one would find comfort in the shawl's well-wishes.

A major contributor to the number of shawls blessed this year was Stephen Soldano, who has personally donated more than 700 shawls in the past four years – including 160 at the recent ceremony. The blessing tradition became an important part of Soldano's life in 2009 following the death of his best friend. That year Soldano crocheted 162 shawls: one for each and every infusion nurse who had cared for his friend during treatments at the MGH Cancer Center. In return, he asked the nurses to give the shawls to patients in need of extra comfort.

ON ANGELS' WINGS: Soldano shares his story at the ceremony with his own handiwork draped on the podium.

Soldano, who is now legally blind, was taught by his mother to crotchet as therapy for progressive blindness. Now, many years and hundreds of thousands of stitches later, Soldano has developed his own unique pattern – when the shawls are draped around wearers, angel wings appear to spread across their shoulders.

Prayer shawl donations have arrived from Virginia, Maine and New Jersey – some of which were given to ICU nurses to provide comfort during the difficult time following the Boston Marathon tragedy.

"There are always more people in need of kindness and peace," says Katrina Scott, staff chaplain.

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MGH HOTLINE

Nominations sought for MGH Disability Champion Award

THE MGH EMPLOYEES WITH DISABILITIES RESOURCE GROUP will award its first MGH Disability Champion Award this fall in recognition of staff who exhibit exemplary commitment to advocacy and accessibility for persons with disabilities.

MGH and MGPO employees, and Partners HealthCare employees who directly support the MGH, are eligible to nominate or be nominated for this award. Employees must have completed a minimum of one year of continuous service, be full- or part-time employees in good standing according to Human Resources policies. Self nominations will not be accepted and individuals in jobs that focus on disability advocacy and accessibility are not eligible.

The deadline to submit a nomination is Sept. 30. The winner of the MGH Disability Champion Award will be honored at a ceremony on Oct. 29 and receive a plaque and a $1,000 award.

Nominees must meet at least one of the following selection criteria:

- Exhibit extraordinary commitment to disability issues and people with disabilities beyond the duties and responsibilities associated with the employee's job at the MGH.
- Enhance the patient and work experience of MGH patients and staff with disabilities, as well as their families and visitors.
- Establish and promote relationships within the MGH or external agencies to strengthen the hospital's commitment to persons with disabilities.

To nominate a colleague, visit *http://sharepoint.partners.org/mgh/hrevents/DisabilityChampionAward/default.aspx.*

— *Teaching in turmoil*

(Continued from page 1)

Mimi Pomerleau, NP, of the MGH Institute of Health Professions, and Brett Nelson, MD, MPH, global health faculty in the Department of Pediatrics and the Department of Emergency Medicine, spent a week at Bint Al-Huda earlier this month observing the hospital's current maternal and newborn health care services. "Brett and Mimi have the 'on the ground thinking' and passion that is critical in reversing this horrible situation," says William Novick, MD, ICHF founder.

During their stay at Bint Al-Huda, Nelson and Pomerleau interviewed clinicians and administrators, coordinated small-group educational discussions and observed maternal and newborn care. "My goal as a nurse is to improve the health of women and their newborns," Pomerleau says. "It shouldn't matter where you live; every mother and baby deserves good care."

Among the greatest difficulties, Pomerleau says, is the hospital's lack of formal training. "They have the resources, but their problem is their education system. Brett did a mini education session and the next day – with a little bit of encouragement – nurses and physicians were changing their techniques. It gave us hope."

Though Nelson has worked in dozens of resource-limited countries worldwide, this was his first visit to Iraq. He says the trip highlights the MGH's dedication to improving health care not just locally, but on a global scale. "One of MGH's founders said it best, 'When in distress, every man becomes our neighbor,' and certainly the individuals in Iraq have clear need. It was a wonderful opportunity and honor to work with them and learn more about their needs."

With the ICHF's support, Nelson and Pomerleau's findings will be submitted to the Iraqi Regional Healthcare Directorate in an effort to implement new training, better clinical care and equipment at Bint Al-Huda. "Our trip with the ICHF speaks to who works here at MGH – people that care," Pomerleau says. "Our hope is that we can advocate and build interest in newborn and nursing care in developing countries around the world."

SUPPORTING STAFF: Nelson and Pomerleau, far right, with labor physicians at Bint Al-Huda Maternity and Child Teaching Hospital.

PHOTO COURTESY OF BRETT NELSON, MD

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

Submit news tips and story ideas to *MGH Hotline*

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

'Don't Stop Your Giving'

GIVING IT HER ALL: Emily Vanderburg, operating room assistant in Lunder, stars in the 2013 My Giving Helps employee campaign music video.

Working hard to do our share
We all give to show we care
Givin' anything to do our part
Just once a year
MGH, United Way
You can choose to give today
Oh, the support never ends
It goes on and on and on and on

WITH THE PREMIERE OF the "Don't Stop Your Giving" music video set to the tune of a classic Journey song, the My Giving Helps: The MGH Fund + United Way employee campaign is back in action for a second year. MGH staff are gearing up for a number of events to celebrate this year's campaign, which runs from Sept. 3 through 27. During the campaign, donations may be made to the MGH Fund, United Way or both through *www.mygivinghelps.org* as a recurring payroll pledge or a one-time gift in any amount.

"Nearly 3,000 employees gave to My Giving Helps in 2012," says Keith Lillemoe, MD, surgeon-in-chief and chief of the Department of Surgery, who is the lead co-chair of My Giving Helps. "It's an impressive number that we know will continue to grow in 2013. The MGH is among the best hospitals in the world because of its

(Continued on page 4)

Teddy bear tribute

BEKAH REDWINE hopes to make a difference in the lives of hospitalized children – one teddy bear at a time. On Aug. 22, the 13-year-old, who stitched and stuffed 54 bright and colorful bears, delivered them to pediatric patients at the MassGeneral Hospital *for* Children (MGH*f*C).

What started as a bat mitzvah project quickly became a touching tribute to Bekah's friend, 7-year-old Alexandra Pacher, who died in 2012 after spending nearly two years of her life at MGH*f*C battling leukemia. "I decided, after Alexandra passed away, that I wanted to do something in her honor," Bekah says. "I chose to make 54 bears because it is a multiple of 18, which means life in Hebrew."

A life, Alexandra's mother says, she didn't take for granted. "Alexandra didn't let cancer get her in her way," Tamara Pacher says. "She spent a lot of time at MGH*f*C, but she really had fun

(Continued on page 2)

[illegible]: Pacher, center, with Bekah, left, and her mother, Julie Redwine

Pioneer ACO participation shows promise after first year

THE CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS) has announced results from the first year of its Pioneer Accountable Care Organization (ACO) model, which seeks to improve care while reducing costs for Medicare patients.

"Partners HealthCare is one of 32 hospital systems and physician groups across the U.S. that participated in the ACO experiment, and the results were both positive and promising," says Timothy Ferris, MD, MPH, medical director of the MGPO and vice president for Population Health Management at Partners, who leads the Partners ACO effort. "Partners was able to reduce the rate of cost growth by 2.4 percent compared to a national benchmark, which translates into $14.4 million in savings for the 52,000 Medicare patients cared for in the Partners ACO in 2012. The savings will be shared equally by Partners and CMS."

These significant savings were achieved while also delivering high-quality care to Medicare patients. Partners exceeded national averages in nearly all quality indicators tracked by CMS and maintained an extremely low mortality rate.

"As health care evolves in this country, we have an obligation to ensure that we deliver the best value possible to our patients and their families," says Gary L. Gottlieb, MD, MBA, president and CEO of Partners. "These results show that it is possible to slow cost growth while delivering high-quality care. We are confident that this Pioneer ACO initiative can provide a blueprint for the rest of the nation to follow."

Partners achieved these results through a sharp focus on and investment in population health management, an innovative approach to medicine that helps patients navigate the complex health care system. To achieve this, Partners is currently in the midst of transforming all of its primary care practices into "Patient-Centered Medical Homes," which are primary care offices where clinicians work as teams to coordinate care for patients, improving both clinical outcomes and patient satisfaction.

Additionally, Partners is focused on medically complex patients through its integrated care management program (iCMP). In this Partners program nurse care managers oversee complicated and chronically ill patients with multiple medical conditions, such as diabetes or heart disease. By monitoring patients' health closely and ensuring they comply with their doctors' instructions, iCMP helps keep these high-risk individuals healthier and lowers overall costs by preventing avoidable hospital visits.

Four of the five Boston-area ACOs achieved cost savings, but only 18 of the 32 ACOs across the country did. "We know that systemic changes to transform health care delivery and ensure long-term success will take some time," says Ferris. "Partners has made a serious investment and commitment to achieving value in health care. As encouraging as our first-year results are, it is important to remember that we have much hard work ahead of us to maintain this level of success."

Snapping up savings on exam gloves

ONE HUNDRED TEN MILLION. That is how many exam gloves are snapped onto the hands of employees and staff throughout the Partners HealthCare system each year. The gloves come in more than 220 types and sizes and the total cost for all these gloves is $8 million each year.

Recently a team was formed to evaluate exam gloves after the current vendor, which supplies about 80 percent of the system's gloves, projected a significant price hike. The team conducted two-week product trials in more than 20 departments across the system, and the staff in these departments tested nearly 1,000 cases of gloves.

L
Nitrile
Powder Free
Medical Examination Gloves
NITRILE
MICRO-TOUCH
Ansell

Based on offering a better exam glove at a better price, a new vendor was selected. The switch is expected to save Partners $1.2 million annually.

This project is part of Partners' ongoing Patient Affordability Strategic Initiative, aimed at finding and implementing $300 million in savings over three years. MGHers who have ideas for cost-savings in their area or suggestions for Partners as a whole should email *patientaffordability@partners.org*.

— *Teddy bears*

(Continued from page 1)

here and was part of a lot of things. This bear project is right up her alley. She would have loved to be a part of it."

It took Bekah nearly a year to create the teddy bears, but she is not finished making bears in Alexandra's memory. Next year she and her family are planning a trip to Israel to donate another 54 handmade bears to a hospital there. "I want to give kids a message of hope," Bekah says. "I want them to know that there is someone out there who cares for them."

LABOR OF LOVE: Bekah picked out colorful patterns for each of the 54 bears.

Partners in Excellence award nominations sought

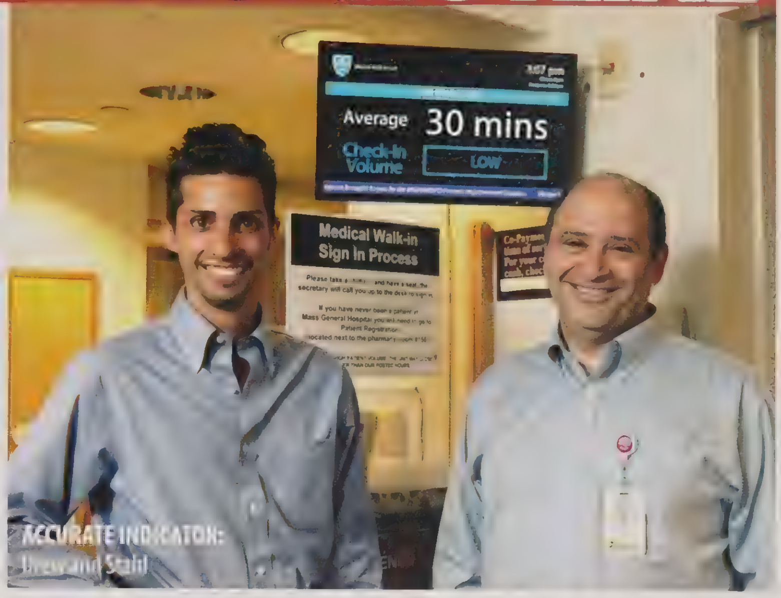
THE DEADLINE to submit nominations for a 2013 Partners in Excellenc (PIE) award is Sept. 13. The annual recognition program honors employees who go above and beyond in contributing to the success of Partners' institutions. Individuals and teams can be recognized in one of the following categories:

- Quality treatment and service
- Leadership and innovation
- Teamwork
- Operational efficiency
- Outstanding community contributions

Nomination forms may be completed online by visiting *http://pulse partners.org/PIE/InstructionsWEB.asp*, or for paper nomination forms, call 617-724-9743.

The selection committees will review nominations in January, and the annual PIE Award ceremonies will be held at the MGH in April 2014. ■

Wait watchers



ACCURATE INDICATOR: Drew and Stahl

NO ONE LIKES the uncertainty of waiting. At the MGH, a new system aimed at providing patients with an accurate indicator of wait-time is now being implemented in the hospital's Medical Walk-In Unit.

"We know that a significant part of patient satisfaction is based on wait-time," said James Stahl, MD, a physician scientist in the MGH Department of Medicine and the Institute for Technology Assessment. "So from that perspective, this system really is expected to become an easy tool for patients to receive an accurate – within five to 10 minutes – time frame of when they will be seen by a clinician."

The Medical Walk-In Unit is the first department to test the predictive wait-time technology. Patients are given small electronic tags upon check-in. The system then uses a series of radio receivers inside the clinic to track the tags with the patients. This information is used to predict patient wait time, which is displayed on multiple languages on screens in the waiting room. The ultimate goal of the system is to increase patient satisfaction.

The wait-time system is the brainchild of Stahl and Mark Drew, a research and development engineer and industrial designer at the Institute for Technology Assessment. In the future, Drew says, they hope to add additional features to the system, such as the ability for patients to check wait-time online.

"The patients are going to love it," says Drew. "The length of the wait is a question that's always being asked. Our system is making a very accurate guess, based on detailed data. And we took great care to make the screens highly readable and accessible. We went through a lot of iterations to get here and the software is constantly improving."

Adds Stahl, "From a managerial perspective, this is a very direct return on investment. The pilot program is part of a larger project looking at how we can use real-time location systems to deliver health care more effectively." ■

Use of clot-dissolving drug for ischemic stroke nearly doubled from 2003 to 2011

USE OF THE "clot-busting" drug tissue plasminogen activator (tPA) to treat patients with strokes caused by a blockage of blood flow nearly doubled nationwide between 2003 and 2011. In their paper in the journal *Circulation: Cardiovascular Quality and Outcomes*, a team of researchers reports both an overall increase in the use of tPA to dissolve clots blocking arteries supplying the brain and administration of the potentially life-saving drug to a more diverse group of patients.

"Hospitals have put tremendous efforts in the past decade into increasing the number of patients who can be treated with intravenous tPA, and this paper suggests those efforts are paying off," says corresponding author Lee H. Schwamm, MD, executive vice chair of Neurology and director of Stroke Services at the MGH. "Today, more than three-quarters of stroke patients who are eligible for intravenous tPA are getting this treatment at the more than 1,600 U.S. hospitals we studied."

First introduced in 1996, intravenous tPA can be administered to patients with ischemic strokes – those caused by blockage of blood supply – if treatment can be started within a few hours of the onset of symptoms. When the drug was first introduced, the outer limit was set at three hours, and in 2009 it was extended to four and a half hours. Appropriate use of tPA can reduce and sometimes even eliminate long-term disability due to a stroke, but the need to administer the drug within even the extended time window requires rapid transportation of patients to hospital emergency departments and quickly ruling out the possibility that the stroke is caused by bleeding into the brain, in which case tPA treatment would make it worse.

> "HOSPITALS HAVE PUT TREMENDOUS EFFORTS IN THE PAST DECADE INTO INCREASING THE NUMBER OF PATIENTS WHO CAN BE TREATED WITH INTRAVENOUS tPA, AND THIS PAPER SUGGESTS THOSE EFFORTS ARE PAYING OFF."

In 2003 the American Heart Association established Get With the Guidelines – Stroke (GWTG-S), a program designed to help hospitals organize stroke teams, establish best practices for treatment, share information with other member hospitals and measure their performance. The current study analyzed data on the treatment of 1.09 million acute ischemic stroke patients at 1,683 GWTG-S hospitals during the nine-year study period.

Among all patients admitted to the participating hospitals for ischemic stroke, usage of tPA increased from 4 percent in 2003 to 7 percent in 2011. In patients who arrived early and were without medical conditions that would prevent safe use of the drug, tPA administration increased from 43 percent to 77 percent. Since the researchers only analyzed data for patients arriving within 2 hours of symptom onset, the increased tPA usage was not due to expansion of the time window.

Study results also indicated more use of tPA to treat patients with less serious stroke symptoms, those aged 80 and over, and for black, Hispanic and other nonwhite patients. "We expect that this expansion happened because, as providers get comfortable using this drug and seeing good patient outcomes, they become more willing to treat all eligible patients and not just those they feel are the 'cream of the crop' for treatment," explains Schwamm, who also serves as the chair of the GWTG-S Clinical Workgroup. He adds that, while it is possible that hospitals choosing to join GWTG-S might be more likely than others to offer the most advanced stroke treatment, the program has grown to the point where many U.S. patients have access to a GWTG-S hospital.

Despite the expansion in tPA usage revealed by the study, Schwamm stresses, the drug is still underutilized. "We should be providing intravenous tPA to all eligible patients, which means that nearly a quarter of them are still missing that opportunity. Patients and their loved ones need to recognize the signs of a stroke and get to the hospital quickly by calling 911, and hospitals need to be ready to provide rapid diagnosis and treatment. We hope that our results will encourage more hospitals to join GWTG-S or similar stroke quality improvement programs to help accelerate their use of tPA. When patients learn that their local hospitals are treating stroke more aggressively, that can translate into more awareness and faster action by the public." ■

Change in Hotline schedule
MGH Hotline will not publish Sept. 6 because of the Labor Day holiday. The regular publication schedule will resume Sept. 13.

Submit news tips and story ideas to *MGH Hotline*

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Find *MGH Hotline* on the web at www.massgeneral.org/news/hotline or by scanning the QR code above.

BEARY FUN: MassGeneral Hospital for Children patient Jasmin Padilla Tellez, 5, poses with Blades, the Boston Bruins mascot, who visited the pediatric inpatient units along with two of the team's Ice Girls on Aug. 23.

— *My Giving Helps*

(Continued from page 1)

greatest asset – its employees – who go above and beyond in their commitment to patients and community members."

Gifts to the MGH Fund provide the hospital with unrestricted dollars to support its most promising programs and initiatives. Employee donations have helped advance research breakthroughs such as the CTC-chip, a technology that may revolutionize cancer care. Donations also have helped to establish clinical programs such as The MGH Institute of Heart, Vascular and Stroke Care and the Herscot Center for Tuberous Sclerosis Complex. Beyond the hospital campus, gifts to the MGH Fund help local communities through projects like Smart Choices, which awards grants to deserving health and human service agencies in Charlestown.

Donations even have an impact on a global level; for example, the MGH Fund provided assistance in Haiti after the 2010 earthquake. Other efforts that have received funding benefit employees, such as the Back-up Child Care Center and the Be Fit program.

Gifts to United Way of Massachusetts Bay and Merrimack Valley provide assistance to more than 170 organizations in the Boston area, including the Boys & Girls Clubs, Pine Street Inn and the American Red Cross.

Employees can make a general donation, or they can choose to support United Way's three focus areas of children, youth and families. United Way annually evaluates supported organizations to ensure donations are put to good use.

"Although employees can choose to give to one or the other, we hope that they will consider giving to both the MGH Fund and United Way," says Ann Prestipino, MPH, senior vice president for Surgical and Anesthesia Services and Clinical Business Development who serves as lead co-chair of the campaign. "A donation in any amount can make an enormous difference in the lives of our patients and in the lives of local families in need."

For more information about the 2013 My Giving Helps campaign, visit *www.mygivinghelps.org*. To view this year's campaign video, visit the MGH YouTube Channel. ■

Campaign calendar

MY GIVING HELPS campaign co-chairs are hosting a series of events throughout the month of September, including:

2013 Kick-Off Day and Penny Wars
Sept. 4: The campaign will kick-off with a hospitalwide Penny Wars competition. Employees will be divided into teams and compete to win the most points by donating change, with one penny equaling one point and silver change worth its value in negative points. Penny Wars tables will be located in the Yawkey and White lobbies and at Eat Street Cafe in the main campus as well as Building 149 in the Charlestown Navy Yard.

Blood Donation Challenge
Sept. 9-13: Give back to the hospital by donating blood or platelets at the MGH Blood Donor Center. All donations will benefit MGH patients, and donors will be entered to win a prize.

Cupcake Sales
Sept. 9-20: My Giving Helps cupcakes will be on sale around campus and delivered via cupcake truck to off-site locations. A portion of the proceeds will benefit the campaign.

Blue and Orange Week
Sept.16-20: Employees wearing blue and orange spotted by a campaign champion will be eligible to receive prizes ranging from movie tickets to overnight hotel stays.

09.13.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Johnson first defense for U.S. Olympic team

ANNE HOLLAND "HOLLY" JOHNSON, MD, grew up loving ice hockey. As a high school hockey star and then as captain of the Harvard University Women's Ice Hockey Team, she always dreamed of one day playing in the Olympics.

Seventeen years later, Johnson, interim director of the Foot and Ankle Service in the MGH Department of Orthopædic Surgery, will pursue her Olympic dream in a different way. While her playing days are behind her, Johnson is still linked to the game she loves – as the team doctor for the 2014 U.S. Women's Olympic Hockey team.

"My path led me elsewhere personally, but professionally I am still connected to the sport, which has been a big part of my life," says Johnson.

Since Johnson's appointment as team doctor in the spring, it has been a whirlwind of travel and preparation for the upcoming games in Sochi, Russia. In addition to her responsibilities at the MGH, Johnson attended the Olympic Trials in Lake Placid, N.Y. and will actively work with the team this month when they begin training at the Edge Sports Center in Bedford. "I'll be traveling almost two weeks a month with the team from October through

(Continued on page 2)

MENTORING ON AND OFF THE ICE:
Duggan, left, with Johnson

Active again: persevering with PAD

HEALTHY AND HAPPY:
Parsons, left, with Drachman

"ALL OF A SUDDEN I was having more pain in my right leg than I could bear. I couldn't exercise for more than five minutes."

That was the predicament of Peter VK Parsons in 2011, six months after the now 69-year-old had started an intensive weight loss and workout routine. Parsons, who had battled obesity and diabetes for 20 years, knew the condition of his health could affect circulation throughout his body, but he was unaware that another problem might be lurking.

Douglas Drachman, MD, director of the Cardiology Fellowship Program in the MGH Institute for Heart, Vascular and Stroke Care, diagnosed Parsons with peripheral arterial disease (PAD), which attacks the arteries of the extremities and reduces blood flow to the limbs. A hallmark symptom of PAD is cramping in the legs with exertion, which may result in the inability to walk more than a short distance.

PAD affects more than 9 million people in the United States, but the disease is often underrecognized by both patients and physicians. Drachman encourages patients to know the symptoms of PAD and the link to life-threatening problems. "Many people feel as though exertional cramping in the leg represents something benign like a muscle ache," Drachman says. "They don't recognize it as a sign of a major systemic disease. If you have cholesterol plaque build-up in your leg, you may also have plaque build-up in other parts of your body, like in your heart or carotid arteries, which could raise your risk for heart attack or stroke."

Once recognized, these risks may be dramatically lowered with lifestyle modification – particularly smoking cessation – and with medications. The symptoms of PAD also may be improved through exercise, medication, or – in

(Continued on page 2)

— *Johnson*

(Continued from page 1)

December," says Johnson. "It's a lot of general sports medicine, a lot of primary care work and of course being present at all of the games and away practices to treat any possible injuries or ailments. It's a true privilege to be working with an amazing group of dedicated, extraordinary athletes and with a coach I admire."

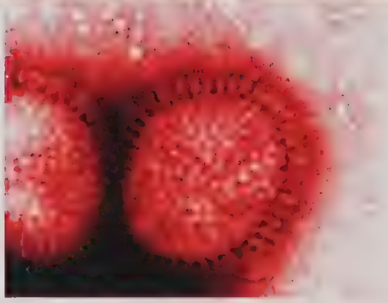
The team's head coach, Katey Stone, is not only someone Johnson respects but also someone she knows well; Stone was Johnson's hockey coach at Harvard. "We've maintained a close relationship throughout my career. I have consulted for Harvard athletics regarding foot and ankle issues and have been working with the national team for a while now," says Johnson. "I think she ultimately recruited me because I have a unique sense of the game – a knowledge of injuries from a player's standpoint and a medical standpoint as well."

Harry Rubash, MD, chief of the MGH Department of Orthopædic Surgery, says, "Holly has done an amazing job of juggling her busy clinical practice, leading the Foot and Ankle Service, caring for her beautiful family, and now, working with the U.S. Women's Olympic Hockey Team. She is a great role model for young women entering the medical profession. Holly has struck the right work/life balance and excels at both."

Kate Buesser, a member of the U.S. Women's National Hockey Team and an aspiring physician, is thrilled to be working with Johnson both on and off the ice. In addition to her rigorous Olympic training schedule, Buesser is volunteering in Johnson's office at the MGH.

"She has given me the amazing opportunity to be part of the MGH community," says Buesser. "And our hockey team is ecstatic to have such an accomplished surgeon on staff. She has created an amazing web of medical support and understands what we are going through as players from her years wearing a Harvard hockey jersey. We feel confident she is doing everything in her power to keep us performing at a high level."

In February, Johnson will board a plane for Sochi to help the 21 athletes vie for Olympic gold. "I'm going to savor every minute," says Johnson.



The season to fight the flu

MGH OCCUPATIONAL HEALTH SERVICES is offering a number of flu vaccine clinics in the coming weeks to help MGH staff stay healthy this winter. The first clinics will be held Sept. 16 through Sept. 20, 7 am to 5 pm in the Bulfinch Tent.

"The most important step you can take to protect yourself, your colleagues and our patients from the flu is to get vaccinated," says Andrew Gottlieb, NP, FNP-BC, director of MGH Occupational Health Services. "In addition, our flu immunization rate is an important measure of the quality of care we provide. The influenza virus changes every season so it is very important to get vaccinated each and every year."

The satellite flu vaccine clinics are as follows:

MGH East/Charlestown Navy Yard (CNY)/ One Constitution Center

Location: On the first floor (adjacent to the waterfall) of Building 149, on 13th Street
Dates: Oct. 2 and Oct. 9
Times: 8:30 am to 3 pm

MGH West/Waltham

Location: First floor conference room of Building 40 (next to Mammography)
Date: Oct. 10
Time: 12 to 4 pm

MGH Danvers

Location: First floor Administrative Conference Room, No. 1050
Date: Sept. 30 and Oct. 15
Time: 10 am to 2 pm

101 Merrimac Street

Location: TBD
Date: Oct 3
Time: 11 am to 1 pm

Employees unable to attend these flu vaccine clinics may visit MGH Occupational Health Services located at 165 Charles River Plaza, Suite 404 or call 617-726-2217 to schedule an appointment. ■

> "The most important step you can take to protect yourself, your colleagues and our patients from the flu is to get vaccinated."
>
> — Andrew Gottlieb, NP, FNP-BC

— *PAD*

(Continued from page 1)

some situations including Parsons' case – with a minimally-invasive surgical procedure designed to restore blood flow to the affected limb.

For Parsons, this was done with endovascular therapy, in which a catheter was advanced through a small tube in his right leg, which enabled an angioplasty to be performed using a balloon to stretch the plaque blocking blood flow in his leg and to deploy a metal mesh stent to keep the artery open. Following the procedure, Parsons was able to walk and, later, to exercise vigorously without limitation.

Thanks to medical treatment and lifestyle modifications, Parsons says he is the healthiest he has ever been. He has lost more than 60 pounds and eliminated 80 percent of his medications. "I'm thinking of trying water skiing next summer. I remember trying to do it as an overweight teenager, but now I'm excited to do it with my 'new self.' "

Parsons' efforts have not gone unnoticed by his medical team at the MGH. "Peter represents the best that we can hope for in this situation," Drachman says. "He took the opportunity, through a medical advance, to improve his quality of life, to reduce his risk factors associated with this systemic illness and to become a spokesman for the recognition and treatment of PAD." ■

How Does Your Giving Help?

The MGH Fund

Your gift to the MGH Fund provides unrestricted dollars that benefit all areas of the hospital, including exciting new research, promising clinical initiatives, beneficial employee programs and community and global health efforts.

United Way of Massachusetts Bay and Merrimack Valley

Your gift to United Way of Massachusetts Bay and Merrimack Valley supports more than 170 organizations and initiatives that meet the urgent needs of local children, youth and families in meaningful, lasting ways.

The MGH Fund + United Way!

By giving to both the MGH Fund and United Way you support all of the above, strengthening two organizations that are vital to the health and well-being of everyone in our community. Join thousands of your colleagues in making a difference — your giving DOES help!

Make your gift in any amount to the MGH Fund, United Way or both by Sept. 27.

GIVE online and learn more at www.mygivinghelps.org

LIKE the campaign on Facebook at www.facebook.com/mygivinghelps

GET INVOLVED by volunteering to be a Champion or participating in campaign events

The MGH Fund
One Gift. Infinite Possibilities.

United Way

United Way
of Massachusetts Bay
and Merrimack Valley

Your Giving Helps...

MY
GIVING
HELPS

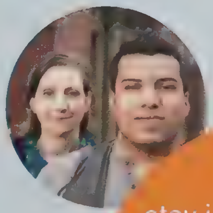
THE MGH FUND
+ UNITED WAY

PATIENTS receive specialized medical treatment from world-class centers such as the Home Base Program and the Institute for Heart, Vascular and Stroke Care.

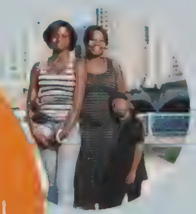
CHILDREN prepare for a life of learning through high-quality early education and care programs such as Boys and Girls Clubs.

RESEARCHERS revolutionize medicine through advances like the CTC-chip, a device that can detect cancer in the blood.

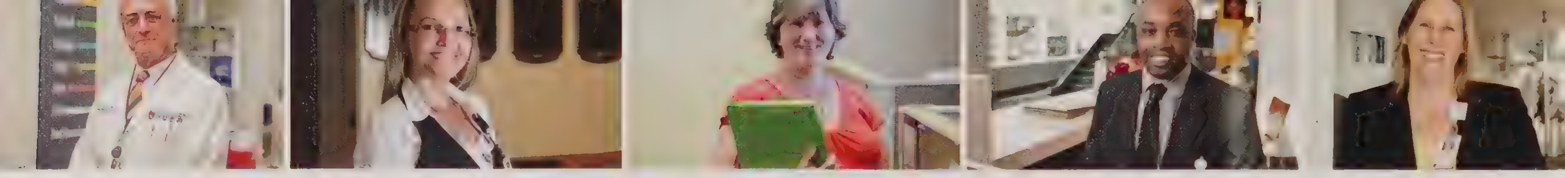
EMPLOYEES and their spouses attain their health and wellness goals through programs like Be Fit and the Ambulatory Practice of the Future.



TEENS stay in school with the support of after-school programming and mentoring initiatives, including Mass Mentoring Partnership.



FAMILIES in need of emergency shelter, food or financial guidance through agencies like Catholic Charities.



Interested in learning more about the campaign?

Talk to one our many dedicated volunteers listed below:

Co-Chairs:

Keith Lillemoe, MD
Ann Prestipino, MPH
Michael Jaff, DO
Bonnie Michelman
Stephanie Moore, MD
Joan Sapir

All co-chairs also are on the Leadership Gifts Committee

Leadership Gifts Committee Members:

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Katrina Armstrong, MD
Lloyd Axelrod, MD
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Rong Tang
Carol Tardvio
Judith Tarselli
Farah Telamir
Debra Thiboutot
Justin Verge
Denise Viscardi
Lorraine Walsh
Courtney Welch
Fred White
Alicia Woo
Feng Xue

Want to get involved too? There's still time!

Sept. 16-20

My Giving Helps Cupcakes

The Kickass Cupcakes™ Truck will be making visits to off-campus locations the week of Sept. 16. A schedule is available online.

Sept. 16-20

Blue and Orange Week

Show your support by wearing campaign colors around campus! Employees in blue and orange spotted by one of our Champions will be eligible to receive prizes ranging from movie tickets to a Kindle to overnight getaways.

Sept. 25

Facebook Raffle

Like the My Giving Helps page on Facebook at www.facebook.com/mygivinghelps and you will be entered to win a gift certificate to Eat Street Café!

For more information about the campaign, contact us at mygivinghelps@partners.org or 617-724-6440.

MGH HOTLINE

One patient • One Record • One Team • One Partners Statement

Preparing for Partners eCare system launch at the MGH

DURING THE PAST YEAR, hundreds of MGH clinicians and administrators have been directly involved in the design and development of Partners HealthCare's new enterprise medical record system. Called Partners *e*Care, this new system will allow for a seamless flow of clinical and administrative patient information anywhere within the Partners system. The MGH is one of the first hospitals in the Partners network to begin using the system, and over the next several months staff will participate in testing exercises to ensure it meets their needs and those of their patients.

In preparation for the system's launch, *MGH Hotline* will publish a series of articles highlighting the project. Here are some of the most frequently asked questions from staff and patients.

WHAT IS PARTNERS *e*CARE?

Partners *e*Care is a part of Partners HealthCare's Strategic Initiative aimed at fulfilling the pledge to deliver the highest quality care to patients that is safe, effective, accessible and affordable. The goal of the Partners *e*Care initiative is to enable more efficient, more coordinated, more advanced patient care through the implementation of an integrated, enterprisewide electronic health and administrative information system across the Partners network by 2017. Once fully launched, the system will enable information to securely and seamlessly flow anywhere within Partners.

WHAT IS EPIC?

Epic is the primary technology vendor for the Partners *e*Care system. Partners selected Epic because of its reputation as a leader in health information technology and its success working with some of the nation's most respected academic medical centers and health systems. Other hospitals that work with the Epic system include Stanford, Duke, Johns Hopkins, Dartmouth-Hitchcock and New York University. Epic software will replace most of the existing clinical and administrative systems at the MGH.

WHAT ARE THE BENEFITS OF PARTNERS *e*CARE?

The goal of Partners *e*Care is "one patient, one record, one team, one Partners statement." It will help us to improve coordination, reduce duplication of care, avoid unnecessary tests and engage patients in their own care. The hospital expects patients to see and feel a more seamless flow of clinical and administrative information – at the MGH and among other Partners affiliates.

WHEN WILL THE MGH BEGIN USING THE NEW SYSTEM?

The roll-out of Partners *e*Care at the MGH will be in two phases:

The first phase is called the "revenue cycle." This system supports administrative tasks such as registration, patient appointments, scheduling, billing, coding and admissions. The revenue cycle portion of Partners *e*Care is expected to go live in July 2014.

The second phase in the Partners *e*Care launch is the clinical portion of the system, which will go live in 2016. This includes outpatient and inpatient medical records and computerized physician order entries, as well as dedicated applications for departments ranging from Pharmacy and Radiology to Obstetrics and Oncology. By supporting the day-to-day work of our clinical departments and programs, the clinical component of Partners *e*Care will help patient care teams manage high-risk patients, reduce readmissions, and better coordinate mental health, palliative care and other patient needs.

Epic revenue cycle and clinical software will tie these functions and information together for the benefit of patients, caregivers and the MGH.

WHEN WILL THE OTHER PARTNERS INSTITUTIONS BEGIN USING PARTNERS *e*CARE?

The remaining Partners institutions will combine both the revenue cycle and clinical cycle into one roll-out that will be implemented incrementally across the network from 2015 to 2017.

WHY IS IT IMPORTANT TO MAKE THESE CHANGES?

The MGH remains dedicated to delivering world-class care to improve the health of our patients while also enhancing the affordability of that care. Partners *e*Care is one step in this process. It will help us to improve coordination, reduce duplication of care, avoid unnecessary tests and support our nation's urgent health care quality and cost imperatives.

WHO WILL BE AFFECTED BY THE PARTNERS *e*CARE IMPLEMENTATION?

It is important to know that the entire MGH community will have a role in Partners *e*Care. While this will have a more direct impact on clinicians and administrative professionals, all staff should keep well informed to ensure a smooth transition and to respond to any questions from patients, their families and the local community.

WHAT ARE THE KEY THINGS I NEED TO KNOW RIGHT NOW?

Implementing the Partners *e*Care system is a major undertaking that requires a great deal of time, patience and training on the part of hundreds of MGHers. It is important to know that we can only achieve success with everyone's active support.

HOW CAN I KEEP UPDATED ON PARTNERS *e*CARE?

There are several ways to learn more about the system. Talk to your manager or supervisor if you have questions; visit the Partners *e*Care website at *https://partnersecare.partners.org/* and subscribe to Partners *e*Care email notifications by visiting the website and clicking on the "Sign-up for Email Alerts" box at the bottom of the website homepage. *MGH Hotline* also will continue to feature important information pertaining to the implementation and roll-out.

Partners eCare: The Wave of the Future

09.13.13

MGH HOTLINE

Announcements
available online
To read this week's
"What's Happening"
column, visit
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massgeneral.org

Submit news tips and story ideas to *MGH Hotline*

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Country and comedy support Home Base

THE RED SOX FOUNDATION and MGH Home Base Program will host a "Mission Gratitude" benefit concert on Sept. 23, featuring performances by country music and comic legends as well as upcoming artists.

The largest benefit concert in New England to support wounded warriors will take place at Boston Symphony Hall. Performers include The Band Perry, Big & Rich, "Saturday Night Live" comedians Darrell Hammond and Cassadee Pope, Sarah Silverman, The Henningsens, Angie Johnson and actress and singer Rita Wilson. In addition, Pulitzer-Prize-winning author Doris Kearns Goodwin and Red Sox legends Pedro Martinez and Tim Wakefield will appear at the concert.

Mission Gratitude, presented by State Street Corporation, will raise funds for the Home Base Program, which helps Iraq and Afghanistan veterans and their families recover from combat- or deployment-related stress and traumatic brain injury through clinical care, education and research.

To purchase tickets visit *www.missiongratitude.com.* Tax deductible donations to Home Base can be sent to the Home Base Program at 165 Cambridge Street, Suite 600, Boston MA 02114, or made to the event website. For more information, visit *www.HomeBaseProgram.org.*

HEARTS AND SOLES: More than 20 teams formed by the MGH Institute for Heart, Vascular and Stroke Care participated in the 2013 American Heart Association Boston Heart Walk on Sept. 7. To date the group has raised nearly $23,000 to help promote physical activity and fight cardiovascular diseases and stroke in the Greater Boston area.

CHANGING IT UP:
Cheryl Norton of MGH A[illegible]

All is fair in love and war – even Penny Wars

ON SEPT. 5, MY GIVING HELPS: THE MGH FUND + UNITED WAY kicked off the 2013 campaign with a change-collecting contest. Tables were set up in locations across the main campus and in Charlestown, and participants competed to earn points by gathering pennies, which were worth one point each, and silver coins, which were worth their value in negative points.

Donations came in all different shapes and sizes. One office brought in its "swear jar." Sonia Lewin, MD, of Emergency Services, donated $100 in pennies. Barbara Irby, RPh, of Pharmacy, brought in several coin jars – enough to fill a five-gallon bucket halfway.

In the end, participants raised close to $1,100 for the campaign, a sum that included nearly 33,000 pennies and weighed more than 216 pounds.

"It's proof that even pocket change can make a big difference," says campaign co-chair Keith D. Lillemoe, MD, surgeon-in-chief and chief of the Department of Surgery.

The My Giving Helps campaign is an annual opportunity for employees to give back to the hospital through the MGH Fund, an unrestricted fund that supports innovative clinical programs and research breakthroughs, and to give back to the community through United Way, which supports more than 170 local nonprofits.

The campaign continues with Blue and Orange Week, starting Sept. 16. Employees seen wearing campaign colors – blue and orange – can win prizes including movie tickets and hotel stays. For more information, visit *www.mygivinghelps.org.* ■

09.20.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Road to recovery: Pedaling past PTE

BACK IN THE SADDLE: Price and his wife Jean

THREE YEARS AGO, John Price clutched the handlebars of his bike and attempted to slowly maneuver it up a short hill. His chest was tight, his heart racing and the near constant sense of being out of breath worsened with every step.

An avid runner and cyclist, the now 62-year-old Price had first noticed symptoms about four years earlier when his 7-minute miles began to steadily turn into 9- and 10-minute miles. "And then at one point I couldn't even jog 50 yards without being out of breath," he says. "It finally got to the point where it was so bad that I could barely breathe."

Over the course of the next several months, a barrage of clinical tests to check for cardiac deficiencies all revealed that the Smith Point, New York, resident had a healthy heart. Yet his symptoms persisted – and soon worsened. Finally, Price says, a specialist diagnosed him with pulmonary hypertension, a lung disorder in which blood clots line the arteries in the lungs, restricting blood flow and causing blood pressure in the arteries to rise significantly.

Although overwhelming, the diagnosis was a relief, Price says. "It was actually a godsend because they found something wrong.

(Continued on page 4)

Sumner Redstone Burn Center opens new unit

THE MGH SUMNER REDSTONE BURN CENTER – the oldest and largest adult burn center in the Northeast – filled with laughter Sept. 9 as clinicians, staff, former patients and donors gathered to celebrate the center's new home on Ellison 14.

The inpatient intensive care unit is part of a $12 million, two-phase renovation project – the center's largest expansion since it opened in 1974. "This very special new unit will allow us to improve patient care and patient experiences in many ways," said Keith Lillemoe, MD, surgeon-in-chief and chief of the Department of Surgery. "The new state-of-the-art equipment will help us provide the very best in burn care."

The unit features Bacteria Controlled Nursing Units, which are

(Continued on page 2)

MAKING A DIFFERENCE: At center, Tony Digiovine, RN, nurse manager of the Burn Center, gathers with staff for a celebratory ribbon-cutting ceremony.

IN MEMORIAM

Morton Swartz, MD

MORTON SWARTZ, MD, a legendary physician at the MGH, died Sept. 9 at the age of 89. Swartz began his career at the hospital in 1947, founding and serving as chief of Infectious Diseases from 1956 to 1990 and creating an internationally recognized clinical and research center of excellence. He was widely regarded as the father of infectious disease medicine, not just at the MGH but across the country, thousands of individuals had the privilege of working with and learning from Swartz.

"He had a wonderful ability to help you think through a puzzle, guiding and probing you with subtle questions along the way until you actually thought that you had solved the puzzle, only to realize later that he had held your hand and gently steered you to the center of the maze," says Stephen Calderwood, MD, chief of Infectious Diseases at the MGH.

During his career, Swartz received numerous awards and honors including the Bristol Award for Lifetime Achievement in Infectious Diseases from the Infectious Diseases Society of America. He was elected to mastership in the American College of Physicians and received the Distinguished Teacher Award. He also received the MGH Trustees Medal during the hospital's bicentennial celebration.

Swartz stepped down as chief of Infectious Diseases in 1990 and became the James Jackson Firm chief in the Department of Medicine, allowing him to teach clinical medicine, pathophysiology and humanism to hundreds of medical residents and students at the bedside. Fittingly, the residency program at the MGH has named its annual "The Morton N. Swartz Humanism Award" in his honor. Swartz remained active at the MGH until his death.

"I always loved to see Mort coming down the hall. I usually learned something interesting from him, even in a brief moment," says Paul Russell, MD, senior surgeon and emeritus chief of the MGH Transplantation Unit. "I can remember several patients whom Mort and I were treating together whose whole medical course was changed dramatically because of his contribution."

Swartz is survived by his children, Mark Swartz and Caroline Armstrong, as well as one grandchild, Juliana. His wife, Cesia, preceded him in death. Funeral services have been held. A memorial service at the MGH will be held at a later date.

— *Burn unit*

(Continued from page 1)

portable HEPA-filtered plastic enclosures that closely monitor temperature and humidity for patients at risk of infection and hypothermia. The new space offers several noise-reducing measures, including a cell phone communication system to reduce the need for overhead paging and a bedside alarm system that adjusts its volume based on the room's ambiance. A new physical and occupational therapy rehabilitation space also is housed in the unit along with a private family waiting area.

"The family room is awesome," said Diana Tenney, a former patient and co-founder of the Diane Tenney Burn Research Fund at the MGH, who spoke during the ceremony. "I think it's a great thing to have burn survivor families in the same room to communicate and commiserate with each other."

Work on the second phase of the project – developing the inpatient center's former location on Bigelow 13 into an expanded outpatient center – is expected to begin in 2014.

"I'm delighted that now we have both a world-class staff and world-class facilities to care for patients in need of these services," said Peter L. Slavin, MD, MGH president. "We look forward to making an even bigger difference in the lives of patients in need of care."

The sweetness of giving

TASTY TREAT:
Tassandra English, of Nutrition and Food Services, left, with Pamela Cazeau of Executive Health Services

WHAT DO DONATING BLOOD and eating cupcakes have in common? During the week of Sept. 9, they were both ways for MGHers to get involved with My Giving Helps: The MGH Fund + United Way, which hosted a blood drive and cupcake sale.

For the blood drive, My Giving Helps campaign champions recruited employees to donate blood and platelets at the MGH Blood Donor Center. Donors were entered to win a $25 Amazon gift card, which went to Eleanor Beale of the Department of Psychiatry.

"We would like to extend our sincerest thanks to all those who participated," says Meredith Wentworth of the Blood Donor Center. "Each blood donation has the potential to help three patients at the MGH. Through this drive, as many as 125 lives were touched."

My Giving Helps cupcakes, baked specially for the campaign by Nutrition and Food Services, were sold at on-campus eateries throughout the week. Some 900 cupcakes were sold, and a portion of the proceeds will be donated to the campaign.

The annual My Giving Helps campaign raises funds for the hospital and the community. Donations to the MGH Fund benefit a wide range of areas at the hospital – including the Home Base Program, the Disparities Solutions Center, the Clinical Innovation Awards and the Backup Child Care Center. Gifts to United Way support a number of important projects as well; last year, 28,375 youth received academic support and 291,000 families were given food, heat and housing.

For more information or to donate, visit *www.mygivinghelps.org*. To enter a drawing to win a game jersey signed by Patriots defensive tackle Vince Wilfork, "like" the My Giving Helps Facebook page at *www.facebook.com/mygivinghelps* by Sept. 25. ■

Care for the future

ENGAGING DISCUSSION:
Jaff, right, presents Longworth with a certificate of appreciation.

TWENTY MULTIDISCIPLINARY TEAMS working to develop new ways to improve care and reduce costs in high stakes clinical areas showcased their initiatives during a Sept. 4 MGH/MGPO Care Redesign Fair. More than 150 people gathered under the Bulfinch tent for the event, which featured a poster session outlining the work of the care redesign teams as well as the work of the MGH Innovation Units.

"We are here to celebrate the incredibly hard work that everyone has put into care redesign in the last several years," said Michael R. Jaff, DO, director MGH/MGPO Care Redesign and chair of the MGH Institute for Heart, Vascular and Stroke Care.

David Longworth, MD, chair of the Cleveland Clinic Medicine Institute and team leader of the clinic's Value Based Care initiatives program, served as keynote speaker for the event. Longworth urged the audience to join other health care organizations across the country in embracing care redesign. "The cost of health care is out of control and patient outcomes have room for improvement. We need to move from the current volume-based world to one that focuses on improving the value of care. Care redesign is the vehicle to help us achieve our goals of providing higher quality care at lower costs for our patients," he said.

Following Longworth's address, MGH/MGPO senior leaders made presentations about the ongoing care redesign projects aimed at advancing efforts to create a more affordable, patient-centered health care system for MGH patients and their families.

"My vision for care redesign at the MGH is straightforward," Jaff said. "I want to see teams working in every corner of this institution to make the patient experience better, more efficient and of greater value."

For more information about care redesign, visit *http://priorities.massgeneral.org.* ■

Supporting equal educational opportunities

EXPRESSING JOY AND GRATITUDE, Doreen DeFaria Yeh, MD, from the Division of Cardiology, accepted the 2013 Clinician-Teacher Development Award from the Multicultural Affairs Office (MAO). "My parents grew up in Cape Verde with only a few years of formal education at that time. I feel so fortunate to have the educational opportunities I've had, and privileged to be supported in further work."

Elena Olson, MAO executive director, provided opening remarks at the annual Welcoming and Recognition reception, which honored three Faculty Development Award recipients on Sept. 11 at the Paul S. Russell, MD Museum of Medical History and Innovation. The awards program was created in 2004 to help retain and promote faculty underrepresented in medicine and to increase opportunities for advancement to senior positions in academic medicine and leadership at the MGH. Each award provides $120,000 over four years.

"Over the past 10 years, we have sponsored 29 awards and have committed more than $3.8 million of funding, with an overall 90 percent retention rate. We've had a huge impact on the careers of the recipients," said Olson. "In a few short years, we have seen academic promotions; increased funding, grants and publications; implementation of novel health care quality improvement, community and education projects; as well as advancements in academic and administrative leadership positions."

Peter L. Slavin, MD, MGH president, presented the awards along with Winfred Williams, MD, nephrologist and co-chair of the MAO Advisory Board, and Michael Watkins, MD, from Vascular Surgery – who both serve on the MAO Faculty Development Award selection committees.

DeFaria Yeh was recognized for her project, "Redefining Adult Congenital Heart Disease Education in Massachusetts." Also honored were Physician-Scientist Development Award recipients Javier Irazoqui, PhD, of the Department of Pediatrics, for his abstract, "Regulation of Chromic Intestinal Inflammation and Host Defense by Wnt Signaling," and Cesar Castro, MD, MMSc, of the Department of Medicine, for "Leveraging Nanosensor Technologies for Pathway Characterization of Solid Tumors."

"I am deeply grateful to the MAO for all the great work they do to promote equality of opportunity and to Dr. Slavin for his leadership and vision in addressing issues of diversity at the MGH," said Irazoqui.

Castro beamed while accepting his award. "While my quality of life outdoors during Boston winters may be challenged, my academic quality of life indoors during that time is quite balmy. And the indoor forecast will remain as such with this Physician-Scientist Development Award."

PATHWAY TO PROGRESS:
From left, DeFaria Yeh, Irazoqui and Castro

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Health care reform's impact on disparities

LOEHRER

RACIAL AND ETHNIC DISPARITIES in health care continue to persist across the country. The Patient Protection and Affordable Care Act, which is in the process of being fully implemented, is expected to extend coverage to as many as 32 million Americans who lack insurance by expanding Medicaid and requiring most others to purchase insurance. However, the question remains: will providing health insurance increase access to quality health care for racially and ethnically diverse populations?

Andrew Loehrer, MD, a resident in the MGH Codman Center for Clinical Effectiveness in Surgery and an associate in the Disparities Solutions Center, is examining disparities in surgery before and after the 2006 Massachusetts insurance expansion, as well as the impact of national health reform on racial disparities in surgical disease. On Sept. 10, Loehrer presented the results of his study, "Racial Disparities after Massachusetts Health Reform: Does the Expanded Insurance Coverage Impact Variation in Surgical Care?" at the Racial and Ethnic Disparities: Keeping Current Seminar Series hosted by The Disparities Solutions Center.

"In very common general surgery procedures, we found that the Massachusetts health reform was associated with increasing the quality standard of care for minority communities and decreased, if not eliminated, racial disparities in most general surgery disease processes we studied," said Loehrer.

Massachusetts has been recognized as a model for the expansion of health insurance in other states across the country, but Loehrer said whether states follow that model is still undecided. "Each of those states is also unique in its own health care environment, its own demographic makeup, and other factors that impact health care," said Loehrer. "But they have greater potential to improve access to care by virtue of higher uninsurance rates. So they stand potentially to see similar results."

For more information about The Disparities Solutions Center visit *www.mghdisparitiessolutions.org.*

—*Road to recovery*

(Continued from page 1)

They had been focusing on the heart and luckily they checked the lungs and found the clots," he says.

Price was referred to the MGH where he learned he was a candidate for pulmonary thromboendarterectomy (PTE), a highly specialized operation to remove these chronic blood clots. Without surgery, patients who have this life-threatening disease will likely develop progressive shortness of breath so severe that it leads to heart failure.

"It's an amazing procedure," says Richard Channick, MD, director of the MGH Pulmonary Hypertension and Thromboendarterectomy Program. "The patient is placed on a heart-lung machine and their body is cooled to less than 18 degrees Celsius. The surgeon then carefully peels the chronic blood clots away from the insides of the vessels. When done by experienced surgeons, the procedure can cure the problem."

The PTE procedure was pioneered in the 1960s by physicians and surgeons at the University of California, San Diego. Three years ago Channick, who had been part of that program for more than 20 years, came to the MGH to become director of the MGH's growing Pulmonary Hypertension and Thromboendarterectomy Program. Since Channick's arrival the MGH program – featuring a close collaboration with thoracic surgeon Cameron Wright, MD, and cardiac surgeons Gus Vlahakes, MD, and Thoralf Sundt, MD – has established itself as a national referral center and is now the second largest program in the country. The MGH recently completed its 50th PTE and performs about one of these specialized procedures every week.

Despite the intensity of the surgery, the typical recovery is relatively brief. Most patients stay in the hospital for only five to seven days before returning home to their new and improved life. "The shortness of breath is relieved almost immediately," Channick says. "And our patients say that they feel like a huge weight has been lifted off of their chest. It's really, really satisfying to see the patients return home to a much better quality of life. Many of these patients would have died if we didn't offer this resource."

A year and a half after his surgery, Price is thankful to be feeling better and for the ability to be back to enjoying his active lifestyle. He recently took a four-day, 120-mile cycling trip through Glacier National Park in Montana. "I kind of jumped at the chance to do the surgery," Price says. "It was something that I didn't take lightly because the surgery itself is pretty serious – but I don't know where I'd be today if I didn't have the operation. The doctors were incredible – really miracle workers. I was going downhill pretty quickly. But now when I'm on my bike, I'm pedaling up those hills.

"Until the day I meet my maker, I will always thank them for giving me the quality of life that I wouldn't have had," Price adds. "I still have living left to do." ■

09.27.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating Medical Interpreter Recognition Week

THE FIRST RECORD of a request for a medical interpreter at the MGH was documented by Volunteer Services in the late 1970s. Today, Medical Interpreter Services, which provides interpreters for limited English proficient and deaf and hard-of-hearing patients and their families, interprets in more than 83,000 encounters annually. The department provides services by phone, in person and by video 24/7, 365 days a year, in more than 200 languages.

In celebration of Medical Interpreter Recognition Week – from Sept. 30 through Oct. 4 – Anabela Nunes, director of MGH Interpreter Services, discusses the important role the department plays within the hospital.

Q: What is new in the Interpreter Services Department?
A: We are proactively and aggressively encouraging our interpreters to become nationally certified by the National Board of Certification for Medical Interpreters. Currently 18 interpreters are certified and seven are on their way to full certification. We also recently transitioned to a new telephonic interpreting vendor. This was part of the plan to continue leveraging technology to make our service more accessible to patients, their families and providers.

Q: In which languages are staff interpreters available?
A: There are 37 MIS staff members who interpret in 10 different languages. In order of volume, the languages are Spanish, Portuguese, Arabic, Cantonese, Mandarin, Russian, American Sign Language, Haitian Creole, Khmer and French.

Q: What are current challenges for the department?
A: One challenge is education. We need to educate patients that they have a right to this service, that it's the law and that it is available anytime. Another challenge is raising staff awareness. We need everyone to know that working with an interpreter is a more efficient way to provide safe care of the highest quality. Relying on a patient who comes in with an English-speaking family member is not good enough because untrained interpreters may omit or edit information they feel may be unnecessary or unimportant.

Q: What if a clinician speaks the patient's language?
A: Interpreters are trained in medical terminology in both languages. Staff members who are not trained should not be

(Continued on page 3)

Prescribing nature and outdoor activity

WOODED WALK: A father and daughter enjoy an AMC-sponsored event

PHOTO COURTESY OF RYAN SMITH, AMC

THE APPALACHIAN MOUNTAIN CLUB (AMC) and MassGeneral Hospital *for* Children (MGH*f*C) have teamed up to launch Outdoors Rx, an innovative program that gives health care professionals dedicated resources for prescribing regular outdoor physical activity to children. This collaboration combines AMC's expertise in getting families active with the medical expertise of MGH*f*C to combat the sedentary lifestyles of overstressed and overscheduled families, which can lead to childhood obesity, Type 1 diabetes and asthma.

"In addition to the widely known benefits of physical activity, research studies have found that exposure to natural environments also improves physical and emotional health," says Christina Scirica, MD, MPH, an MGH*f*C pulmonologist and weight expert who serves as the Outdoors Rx medical director. "Exposure to the outdoors has been found to reduce the risk of high blood pressure, vitamin D deficiency, depression and anxiety, and may even improve attention."

AMC and MGH*f*C have trained more than 60 medical professionals in the program's pilot communities of Framingham and Waltham. In addition to primary care pediatric and family practitioners, AMC and MGH*f*C will work with nurse practitioners, dieticians and nutritionists to write prescriptions. The goal is to have 5,000 outdoor prescriptions written in the first 12 months

(Continued on page 4)

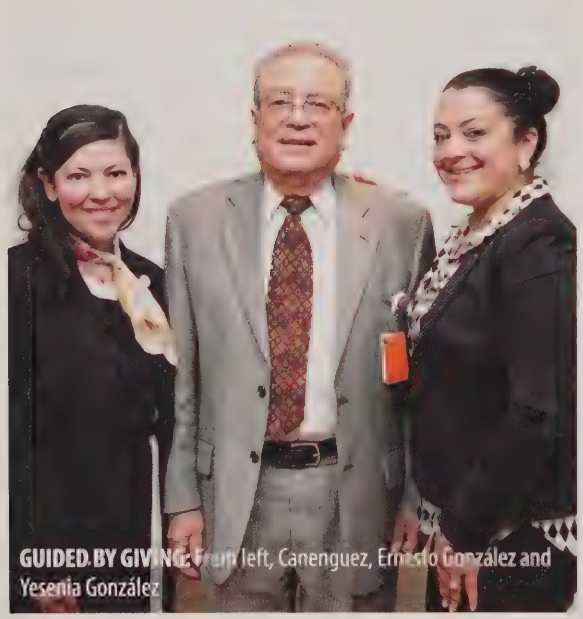
Lasting contributions to the Latino community

"NOTHING IS FREE. You have to work hard to get what you want," said Yesenia González, medical assistant team lead in the Dermatology Department. "The best opportunity I've had in my life is to work for MGH; I cannot begin to explain how the people at MGH have impacted my life. They are my family."

Yesenia González shared the spotlight with Katia Canenguez, clinical fellow in psychology in the Department of Psychiatry, as recipients of the 2013 Ernesto González Award for Outstanding Service to the Latino Community. The award is named for longtime MGH dermatologist Ernesto González, MD, who presented plaques to the winners during a Sept. 18 ceremony in the Thier Conference Room. "Congratulations to the two award recipients and all the others who were nominated," he said. "Let's work together to make the MGH very proud that we have a Hispanic community that represents all the things the MGH stands for."

The Committee for Latino Initiatives and MGH Human Resources sponsored the annual event, held in connection with Latino Heritage Month. González and Canenguez were honored for providing support to underserved and homeless populations both locally and internationally.

"It is evident to me, by improving the quality of life of one family member, you are improving the quality of life of an entire family system," said Canenguez. "I want to give back to the Latino community. I could not be where I am without the support of my mentors. I share this award with them."



GUIDED BY GIVING: From left, Canenguez, Ernesto González and Yesenia González

My Giving Helps ends on a high note

GIVING SPIRIT: Members of the MGH Broadway Primary Care office in Revere

CITY YEAR BOSTON. The MGH Ambulatory Practice of the Future. Boys and Girls Clubs. The MGH Center for Global Health. Samaritans, Inc. The MGH Institute for Heart, Vascular and Stroke Care. Catholic Charities.

Employees showed their support for these programs and others funded by the MGH Fund and United Way by participating in Blue and Orange Week from Sept. 16 through Sept. 20. Getting creative with the annual tradition, MGHers sported scrubs, jewelry, nail polish and sneakers in the campaign colors.

"All of these activities and events were ways to show our gratitude to our employee donors," says Keith Lillemoe, MD, lead co-chair of My Giving Helps, surgeon-in-chief and chief of the Department of Surgery. "They are the heart and soul of this hospital – and this campaign."

As a perk, employees who were seen by campaign champions wearing blue and orange were eligible to receive prizes including movie tickets and overnight hotel stays. Nicholas Depauw, of Radiation Oncology, received a jersey autographed by Patriots defensive tackle Vince Wilfork in the raffle drawing for all MGHers who liked the My Giving Helps page on Facebook.

"We look forward to announcing the total raised for the MGH Fund and United Way in mid-October," says Ann Prestipino, MPH, lead co-chair of the campaign and senior vice president for Surgical and Anesthesia Services and Clinical Business Development. "But taking into account the donations raised so far, the awareness we've spread and the fun we've had, we already consider this year's effort a success."

For more information about the campaign, which ended Sept. 27, visit *www.mygivinghelps.org.* ■

General Store opens at MGH North Shore

THE GENERAL STORE AT NORTH SHORE celebrated its opening with a ribbon-cutting ceremony and reception on Sept. 23. The store is the eighth shop/salon within the MGH operated by the MGH Ladies Visiting Committee (LVC), a group dedicated to enhancing the MGH experience in any way that contributes to the comfort and well-being of patients, their families and the hospital community.

"The MGH General Store at North Shore is a wonderful addition to the Center for Outpatient Care," says Elena Sierra, executive administrative director of MGH North Shore. "Our patients, families and staff are happy to have an opportunity to shop with us."

The General Store at North Shore, open weekdays from 8:30 am to 4:30 pm, features cards, gifts, accessories, snacks and toys. Proceeds from all LVC retail shops benefit the hospital.

"We are so pleased to have the opportunity to bring the General Store to the MGH North Shore," says Joanne Ellison, administrative director of the General Store. "It is essential that we are able to provide our services to all MGH patients, visitors and employees. I want to thank Elena for giving the LVC Retail Shops this opportunity and the Ladies Visiting Committee for all their support and confidence in this vision." ■

OPEN FOR BUSINESS: From left, Andrea Sahin, of the LVC, Ellison and Sierra

Celebrating women in medicine

"MANY WOMEN STRUGGLE with self-doubt nearly all their lives," said Luanne Thorndyke, MD, FACP, vice provost for Faculty Affairs at the University of Massachusetts Medical School. "The struggle to prove ourselves begins in childhood. Does that struggle limit our ambition? Does that struggle ever stop?"

Thorndyke presented a lecture, "The View From Above the Glass Ceiling," to a crowd of nearly 50 MGH attendees during the Sept. 18 Women in Medicine Annual Celebration, hosted by the MGH Office for Women's Careers. The term "glass ceiling" was first coined in 1984, Thorndyke said, yet almost 30 years later, many women still struggle in their career climb. Drawing on her experiences, Thorndyke discussed some of the issues women leaders face.

"It is very lonely at the top, but success is very rewarding and it's worth the sacrifice – especially if you've found fun along the way," said Thorndyke. "If you are a physician or scientist at one of the most respected institutions in the world, you are one of the elite, so celebrate your successes and achievements."

Thorndyke's topic prompted a discussion among attendees. "Academic promotion is challenging," said Quynh Truong, MD, MPH, in the Division of Cardiology. "It's a struggle to balance a family life while making our career a priority."

Added Sylvia Breton, PhD, of the Division of Nephrology, "Women in general struggle more than men because we are willing to slow down our careers for family. You can get there but it takes longer."

Anne Klibanski, MD, director of the Center for Faculty Development, noted that it has been a particularly remarkable year for women at the MGH – five women were promoted to full professor, 11 to associate professor and 37 to assistant professor. ■

INVISIBLE BARRIERS: Thorndyke presents at the Women in Medicine Annual Celebration.

— *Interpreters*

(Continued from page 1)

using their own limited language skills to communicate with patients about their health care. We have many physicians who went to medical school in their home countries and are trained in the medical terminology in both languages. Those individuals are perfectly capable of communicating with their patients. However, for staff who may have taken two years of Spanish in college – although it is a great and a nice way to make patients feel comfortable – they need to contact an interpreter when they talk about health care.

Q: Do patients request Interpreter Services?
A: Patients do not usually find themselves in a position to advocate for their needs. They are vulnerable and can feel helpless when they come to the hospital and can't communicate in an effective way. If you are with a patient who seems to have difficulty communicating, isn't engaged in the conversation or just smiling and nodding without any apparent understanding, call Medical Interpreter Services to be connected with an interpreter.

For more information about Medical Interpreter Services, call 617-726-6966 or visit the website at *www2.massgeneral.org/interpreters*.

Paying it forward

FOR MORE THAN A DECADE The Association of Multicultural Members of Partners (AMMP) has assisted employees of multicultural backgrounds in their efforts to pursue college degrees and other educational opportunities. On Sept. 5, the 2013 AMMP Scholarship recipients were honored during a ceremony in the East Garden Room. This year's recipients are Karima Ricketts, Sandra Thomas, Jennifer Nunes, Abdul Musanur, Tirza Martinez and Khristel Cherismo.

"You have chosen to continue your education, which gives you the ability to change your future," said Dee Dee Chen, professional staff benefits manager and AMMP executive board chair. "Thank you for the contributions and support you have already made to this hospital, and I know we all look forward to what each of you will share with us and the world as you continue to unlock new doors in the future."

Farhiya Mohamoud – a two-time scholarship winner who works as a senior histology specialist in the Department of Pathology – earned her MBA from Regis College last spring and is now paying it forward. "I am already giving back to AMMP as the nomination co-chair and to MGH as a supporter of the My Giving Helps campaign, and I am looking into other ways to help further the missions of both MGH and AMMP," she said.

A LOVE OF LEARNING: Musanur, left, receives his award from Waveney Cole, chair of the AMMP scholarship committee

For more information about AMMP, visit *www2.massgeneral.org/ammp*.

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Disability Champion Award nominations due

IN RECOGNITION OF STAFF who exhibit exemplary commitment to advocacy and accessibility for persons with disabilities, the MGH Employees with Disabilities Resource Group will award its first MGH Disability Champion Award this fall.

MGH and MGPO employees, along with Partners HealthCare employees who directly support the MGH, are eligible to nominate or be nominated for this award. Employees must have completed a minimum of one year of continuous service and be full- or part-time employees in good standing according to Human Resources policies. Self-nominations will not be accepted, and individuals in jobs that focus on disability advocacy and accessibility are not eligible.

The deadline to submit a nomination is Sept. 30. The winner of the MGH Disability Champion Award will be honored at a ceremony on Oct. 29 and receive a plaque and a $1,000 award.

Nominees must meet at least one of the following selection criteria:

- Exhibit extraordinary commitment to disability issues and people with disabilities, beyond the duties and responsibilities associated with the employee's job at the MGH.
- Enhance the patient and work experience of MGH patients and staff with disabilities, as well as their families and visitors.
- Establish and promote relationships within the MGH or external agencies to strengthen the hospital's commitment to persons with disabilities.

To nominate a colleague, visit *http://sharepoint.partners.org/mgh/hrevents/DisabilityChampionAward/default.aspx*

— *Prescribing the outdoors*

(Continued from page 1)

of the program. Following the pilot year, AMC hopes to expand the program to other communities with additional health care providers.

With a prescription, parents in the pilot communities can register at AMC's Outdoors Rx website, where they will find a calendar of free, AMC-guided local outdoor programs and information blogs. As extra encouragement to stay active, kids can track their activity and earn points toward outdoor gear rewards, including water bottles and a free stay at AMC's Ponkapoag Camp in Randolph, Mass. A variety of methods will be used to track the level of each child's activity before and after the program, including surveys and focus groups. ■

TICKLING THE IVORIES: The MGH is one of 75 locations throughout Boston to participate in the "Play Me, I'm Yours" street piano event, hosted by Celebrity Series. From now through Oct. 14, the MGH piano will be available for play between 10 am and 4 pm in the Yawkey Courtyard adjacent to the Liberty Hotel. The pianos have previously been installed in cities across the globe – from New York to Sydney, Australia. Located in public spaces, they are available for any member of the public to play and enjoy. Here, Bill Banchiere, director of Environmental Services, takes a walk on the keys shortly after it was delivered to the main campus on Sept. 25. For more information, visit *www.streetpianos.com.*

YOU CAN'T DO THAT ... : Christopher Montawo, 5, and Robin Cartagena Jr., 6, pour homemade slime on Caroline Armington, child life specialist at the MassGeneral Hospital *for* Children, during "Slime Day." The Sept. 19 event was hosted by The Hole in the Wall Gang Camp, an organization dedicated to providing seriously ill children and their families with a "different kind of healing." Slime Day was part of a series of events celebrating National Childhood Cancer Awareness Month.

10.04.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

DREAM TEAM: From left, Gorrindo, Braaten, Schlozman and Beresin

Knowledge is power

AFTER YEARS OF PLANNING and thanks to the help of generous donors, The Clay Center for Young Healthy Minds: Developing Resilience through Engagement, Awareness and Media (DREAM) is a reality.

The Clay Center is an online resource aimed at educating parents and other caregivers about the mental health needs of children, teens and young adults who struggle with behavioral, emotional and/or learning challenges. While based at the MGH, the center will foster collaborations between Harvard Medical School and experts from regional and national mental health organizations.

"Our mission is education," says Gene Beresin, MD, director of the MGH Child and Adolescent Psychiatry Residency Training Program, who serves as executive director of The Clay Center. "We want to provide a strong, virtual community to support the mental health needs of young people and their families. We know the majority of psychiatric disorders begin in young adulthood, but if we can catch them early, there is a better chance of preventing hardship later."

The Clay Center's website offers a wealth of information including

(Continued on page 2)

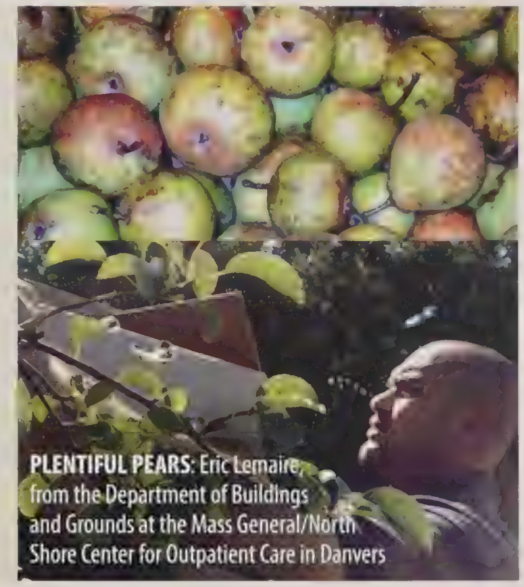
Historic tree delivers sweet treat

A SPECIAL SURPRISE arrived at the MGH main campus this week – a package full of pears fresh from the historic tree at the Mass General/North Shore Center for Outpatient Care.

On Sept. 30, arborists from Mayer Tree Service led the annual harvest of the nearly 400-year-old Endecott Pear Tree, assisted by members from the MGH Buildings and Grounds crew. Some 200 pears were plucked from the tree's limbs and sent to the presidents' offices at the MGH and the North Shore Medical Center, the president of the Danvers Historical Society and the executive director of the Essex National Heritage Commission.

Believed to be the oldest living fruit tree in America, the Endecott Pear Tree was planted in or about 1632 by John Endecott, the first governor of Massachusetts, who owned the property where the Danvers hospital now stands.

"The tree continues to be a sign of strength and resilience," says Elena Sierra, RN, MPH, executive director of Mass General/North Shore Center for Outpatient Care. "It has survived centuries of harsh New England weather, and we were thrilled to see it produce such a beautiful crop of pears this year."



PLENTIFUL PEARS: Eric Lemaire, from the Department of Buildings and Grounds at the Mass General/North Shore Center for Outpatient Care in Danvers

Derri Shtasel named to Michele and Howard J. Kessler Chair

DERRI SHTASEL, MD, MPH, founding director of the MGH Division of Public and Community Psychiatry, has been named the inaugural incumbent of the Michele and Howard J. Kessler Chair in Public and Community Psychiatry. The endowed chair, funded by the Kessler Center of Excellence at Partners HealthCare, will support Shtasel and successive directors as they lead efforts to expand services for individuals suffering from severe and persistent mental illness who rely on government and community-based agencies for care.

"I'm so happy to congratulate my dear friend and colleague, Derri Shtasel on receiving this well-deserved honor," said Peter L. Slavin, MD, MGH president. "I applaud the Kesslers for recognizing the need to create systems of mental health care for medically vulnerable populations. Creating these systems is one of the responsibilities of the incumbent, and I can think of no better person to fulfill these responsibilities than Derri Shtasel."

ENDURING SUPPORT: From left, Michele Kessler, Derri Shtasel and Howard Kessler

The ceremony, held in The Starr Center, also included remarks from Jerrold Rosenbaum, MD, chief of Psychiatry, Boston Mayor Thomas M. Menino and Rep. Patrick J. Kennedy, who sponsored the Mental Health Parity and Addiction Equity Act along with his father, the late Sen. Edward Kennedy. Other special guests included members of the Kessler family and Shtasel's husband, Gary L. Gottlieb, MD, MBA, president and CEO of Partners HealthCare.

Shtasel, who founded the Division of Public and Community Psychiatry in 2009, has dedicated her career to providing direct clinical care to underserved populations. Shtasel also is executive director of the Kraft Family National Center for Leadership and Training in Community Health at Partners HealthCare.

"The Michele and Howard J. Kessler Chair is powerful because it structurally integrates public and community psychiatry within the department," said Shtasel. "It enhances our ability to recruit mission-driven trainees; connects our amazing young people to the sickest and neediest; continuously improves community partners' relationships; and grows community-based, community-focused research. Perhaps most importantly, it provides a vehicle to amplify the voices of people whose voices are hard to hear, and encourages us to think and talk openly about social justice."

— *The Clay Center*

(Continued from page 1)

"Where to turn," a comprehensive list of services, as well as a variety of blog posts – many supplemented by videos – by MGH clinicians to address parenting concerns categorized by age group. Topics range from "Giving a 2-year-old a 15-minute time-out" to "What if my child has an anxiety disorder?" The center's outreach efforts involve social media, partnerships with media outlets, original podcasts, education forums and collaborations with a number of specialists across Partners HealthCare and the hospital, including those within the MassGeneral Hospital *for* Children.

Beresin and a core group from the MGH Department of Psychiatry form the DREAM team – Ellen Braaten, PhD, associate director; Tristan Gorrindo, MD, managing director; and Steven Schlozman, MD, associate director. Psychiatric disorders are more common than almost any disorder in medicine, and one in four people will be affected by mental illness during their lives, says Beresin. But despite that prevalence, the stigma of mental health remains widespread.

The team recognized a lack of trustworthy, public information related to mental illness and wellness and created The Clay Center as a way to help increase awareness, promote resilience and combat public misconception. "What better place to provide a trusted resource for information than the MGH?" Beresin says. "All the public may see about mental illness is that it is associated with violence; they hear very little about resilience. We all face hardships, but not all of us know how to deal with them; or perhaps, more importantly, how to prevent them."

On Sept. 24, MGH faculty, patients, local business owners, state officials and center donors Elizabeth Gail Hayden, and Landon and Lavinia Clay, gathered in the Ether Dome to celebrate the center's official launch. "By empowering youths and training adults to recognize signs of mental illness, we can strengthen young people's resilience and eradicate the social scar associated with mental illness," said Landon Clay.

For more information about The Clay Center visit *www.pathstodream.org*. ■

LAUNCHING THE CENTER:
Beresin speaks in the Ether Dome.

Institute of Health Professions enrollment surges

THE U.S. CENSUS BUREAU reports that the number of students entering undergraduate and graduate schools in fall 2013 decreased for the first time since 2006. However this is not the case at the MGH Institute of Health Professions where the number of full- and part-time students has increased almost 15 percent for the start of the 2013-2014 academic year.

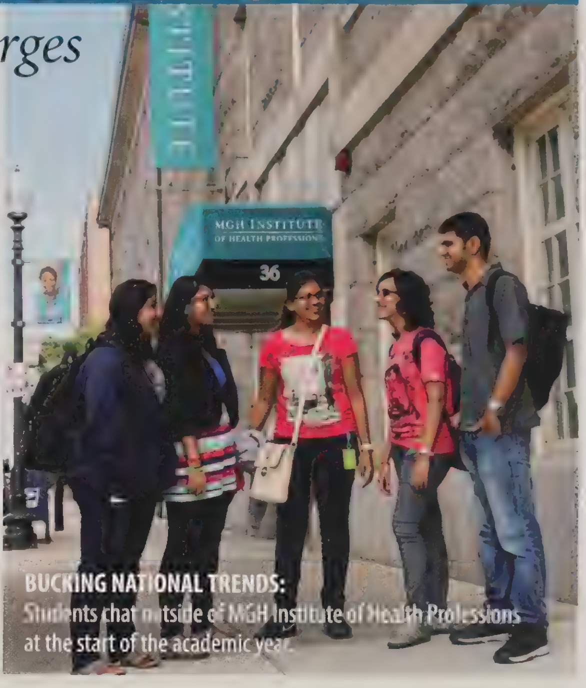
According to the Office of Student Affairs, there are 422 new students – for a total of 1,400 – the most in the Boston graduate school's 36-year history.

Eighteen new full- and part-time faculty have been hired for this academic year to accommodate the school's continued growth. This is in addition to the scores of clinical instructors and preceptors in myriad health care settings who work with students to provide the kind of hands-on education for which the MGH Institute of Health Professions is renowned. The institute also has added additional state-of-the-art classrooms, labs and research space to its Charlestown Navy Yard campus.

During the past decade, the number of students increased 130 percent, as school leaders have responded to high numbers of students seeking a health care career and the continued demand for more health care professionals who can care for the country's rapidly growing aging population. The school has added several new degree programs over that period including a doctorate in Rehabilitation Sciences, Doctor of Nursing Practice, Master of Science in Health Professions Education, and an entry-level 14-month Accelerated Bachelor of Science in Nursing that proved to be so popular after its 2008 launch that a second class was created to meet demand.

With the addition of the Doctorate degree, the MGH Institute of Health Professions now offers the full range of academic degrees – bachelor's, master's, clinical doctorate and research doctorate – in Communication Sciences and Disorders, Nursing, Physical Therapy, Health Professions Education and Rehabilitation Sciences. "There is going to be a tremendous demand for new health care professionals in the coming years, and the MGH Institute of Health Professions continues to position itself to help meet that need," says Janis Bellack, PhD, RN, FAAN, institute president.

Bellack cited the pending retirement of much of the country's health care workforce, the aging of the baby boom generation, and anticipated changes stemming from the implementation of President Obama's health care reform legislation as reasons for the MGH Institute's growth. ■



BUCKING NATIONAL TRENDS: Students chat outside of MGH Institute of Health Professions at the start of the academic year.

Making an impact

AS HER MOTHER, Jean Nabstedt, looked on, 3-year-old Rachel happily played with MGH Institute of Health Professions students in the Charlestown Public Library's children's room. "Rachel can be a bit shy when she doesn't know someone, but she perked right up with the students," said Nabstedt, a Medford resident. "I'm glad we came."

More than 320 faculty, staff and graduate students from the MGH Institute of Health Professions – which offers opportunities for students to learn and work alongside expert practitioners at the MGH – visited almost 30 nonprofit organizations during its second Community Day on Sept. 20.

Each team of 10 was composed of students in nursing, physical therapy and speech-language pathology who are beginning a semester-long class called Interprofessional Model for Patient and Client-centered Teams (IMPACT). The class aims to teach students to work with each other and lay the groundwork to provide interdisciplinary patient care during and after their institute education.

"The IMPACT class will help prepare graduates to function effectively as members of interprofessional collaborative teams, making a positive impact on the patients, clients and the health care systems in which they practice," says Mary Knab, DPT, PhD, who also is a clinical specialist in the MGH Department of Physical and Occupational Therapy and a clinical assistant professor at the institute.

"It's extremely valuable to know what students in other disciplines do," says first-year physical therapy student, Sasha Kossak, who was paired with a speech-language pathology student.

Students performed a variety of tasks throughout Charlestown, as well as in Beacon Hill, the South End, the North End and South Boston. They provided seniors with health tips, cleaned city parks, created arts and crafts, ran an adaptive soccer clinic for kids with disabilities and led a yoga class for high schoolers.

"We feel it is important for future health professionals to understand the communities where their patients come from," says Peter S. Cahn, PhD, associate provost for Academic Affairs at the MGH Institute of Health Professions. ■

PAIRING UP FOR NONPROFITS: MGH Institute of Health Professions students [illegible] on Community Day.

10.04.13

MGH**HOTLINE**

Announcements available online
To read this week's "What's Happening" items, visit *http://intranet.massgeneral.org.*

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IN GENERAL: AWARDS AND HONORS

Patricia Donahoe, MD, director of the Pediatric Surgical Research Laboratories at the MGH, was elected to the Board of Directors and Governors of American Lebanese Syrian Associated Charities, the fundraising organization for St. Jude Children's Research Hospital. Donahoe served on the St. Jude Scientific Advisory Board from 1997 to 2006.

David Kuter, MD, DPhil, director of Clinical Hematology in the MGH Cancer Center, will be honored by The American Society of Hematology (ASH) with the 2013 Ernest Beutler Lecture and Prize on Dec. 9 at the 55th ASH Annual Meeting and Exposition in New Orleans. Kuter is recognized for his significant advances in the discovery of thrombopoietin (TPO), the platelet growth factor that regulates platelet production. The Ernest Beutler Lecture, named for the late Ernest Beutler, MD, a past president of ASH and physician-scientist for more than 50 years, is a two-part lectureship. The award is given to two individuals; one who has enabled advances in basic science and the other for achievements in clinical science or translational research. Kuter and fellow recipient Kenneth Kaushansky, MD, of Stony Brook University, will present a lecture, "Thrombopoietin: From Molecule to Medicine," outlining the clinical development of the recombinant TPO and the newer TPO receptor agonists.

Jen Sheen, PhD, of the MGH Department of Molecular Biology, was selected to receive the 2014 Martin Gibbs Medal Award of the American Society of Plant Biologists (ASPB) for her "seminal and innovative contributions to the understanding of molecular mechanisms underlying the plant signal transduction cascades that mediate nutrient, hormone, and environmental stress responses and pathogen defenses in plants." The Gibbs Medal is presented biennially to an individual who has pioneered advances that establish new directions of investigation in the plant sciences. Sheen will be honored during a symposium at the 2014 ASPB annual meeting in Portland, Ore.

The MGH has been designated as a Center of Excellence by the Extracorporeal Life Support Organization (ELSO), an international consortium of health care professionals and scientists who are dedicated to the development and evaluation of novel therapies for support of failing organ systems. The MGH Extracorporeal Life Support (ECLS) program received The Excellence in Life Support Award, for demonstrating excellence in extracorporeal membrane oxygenation treatments and in training, education, collaboration and communication. Members of the MGH ECLS team were presented the award at a ceremony during this year's ELSO meeting in September.

Hena Ahmed, medical student in the MGH Department of Obstetrics and Gynecology, received second place in the Association of Women Surgeons (AWS), Green Solutions for the Operating Room competition. Ahmed's submission, "QR Code Inventory for Health Care Equipment Recovery and Resource Distribution for Global Impact," proposed recycling operating room materials through collection and distribution to resource-poor settings.

Kevin Oh, MD, of the MGH Department of Radiation Oncology, received the 2013 Educator of the Year Award from The Association for Residents in Radiation Oncology (ARRO). Presented annually, the award recognizes outstanding teachers and mentors of radiation oncology residents. The ARRO is dedicated to improving patient care through professional education and training, support for clinical practice and health policy standards, advancement of science and research, and advocacy.

Arthur Boland, MD, orthopædic surgeon in the MGH Sports Medicine Service, was honored by the Arthritis Foundation New England Region with the Dr. Marian Ropes Award for excellence in arthritis care and leadership in the fight against arthritis. Ropes – a pioneer and national leader in the field of rheumatology – also was the first female medical resident at the MGH. The award is given annually to a highly regarded rheumatologist and orthopædic surgeon.

Joshua Roffman, MD, of the MGH Department of Psychiatry, was among three recipients honored with an MQ Fellows Award, recognizing early career investigators in the field of obsessive-compulsive disorder, anxiety and schizophrenia. Roffman will conduct an exploratory study of the impact of folic acid supplementation on risk factors for schizophrenia, which he hopes may prevent schizophrenia in the future. The 2013 fellows were selected from a highly competitive international group of more than 100 applicants from more than 15 countries. MQ is a London-based nonprofit focused on identifying and funding research key to solving global issues in mental health.

Malissa J. Wood, MD, co-director of the MGH Corrigan Women's Heart Health Program, will receive the 2013 Women in Cardiology Mentoring Award from the Council on Clinical Cardiology. This award recognizes individuals who have an outstanding record of effectively mentoring women cardiologists and underscores the importance of mentoring in the professional development of women. The award will be presented during the annual 2013 Clinical Cardiology Council Dinner at the American Heart Association's Scientific Sessions in Dallas, Texas on Nov. 16.

THE MGH Revere HealthCare Center celebrated Community Health Day on Sept. 26. The annual education event provides community members the opportunity to network and attend presentations given by MGH faculty on current health care issues. Roger Pasinski, MD, director of the center, welcomed guests including Revere Mayor Dan Rizzo. Christopher McDougle, MD, director of the Lurie Center for Autism, provided the keynote address, "Update on Autism Spectrum Disorder for your community."

COLLABORATION: From left, McDougle and Pasinski celebrate Community Health Day.

10.11.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting highlights

DURING THE OCT. 2 leadership meeting, MGH administration provided updates on three ongoing projects at the hospital. Hundreds of managers and supervisors attended the meeting in the O'Keeffe Auditorium and watched via streaming video.

David Reisman, senior administrative director for Emergency Preparedness, outlined plans for an MGH Employee Alert System. On the heels of a successful pilot program, MGH staff will be able to sign up for the subscription-based system in early November. The voluntary program allows employees to receive emergency updates and alerts via text message, email and/or telephone.

Last July the MGH took control of the former Spaulding Rehabilitation Hospital building and renovations are now underway to update the 131,636-square-foot building to accommodate administrative and dry research areas. During the meeting, Jean Elrick, MD, senior vice president for Administration, said work is slated to be completed by early 2015 and then the building at 125 Nashua St. is expected to house 1,000 MGH employees. The majority of those staff members will come from departments now located in leased building spaces. Elrick said due to building codes and regulations, it will not be used for patient care.

Susan Slaugenhaupt, PhD, co-investigator for the Partners Biorepository for Medical Discovery project at the MGH, presented an overview of the biobanking research program, aimed at expanding and advancing medical discovery in the prediction, diagnosis and treatment of diseases. The Biobank has started hosting DNA Days at the MGH, allowing employees to participate in this research by providing a small blood sample and information about their medical history.

Slaugenhaupt stressed that a code number is assigned to samples and health information and participant's names and medical record numbers are not stored with the sample. Any identifiable information is accessible to Partners investigators who have approval from the Partners Institutional Review Board. Future DNA Days are scheduled for Oct. 16 and Oct. 30 from 10 am to 4 pm in the main lobby by Coffee Central. For more information, or to sign-up, visit *www.partners.org/dnadays*

Shaping the delivery of care

BRIDGING GAPS: MGH*f*C council members Cimino, left, and Sandy Clancy

"IT CAN FEEL SO OVERWHELMING at times and you feel so alone. It's a comfort to know someone has been through it and has a voice," says Lisa Cimino, member of the MassGeneral Hospital *for* Children (MGH*f*C) Family Advisory Council.

For more than a decade, the MGH Patient and Family Advisory Councils (PFACs) have provided communication vehicles for patients and families to share their experiences. The councils – made up of caregivers, administrative staff, former patients and family members – meet monthly with the goal of shaping and enhancing delivery of care.

There are four PFACs at the hospital: MGH*f*C; MGH Cancer Center; Institute for Heart, Vascular and Stroke Care; and the General Council. In addition, the hospital's Ambulatory Practice of the Future operates a Care Alliance, which facilitates an ongoing partnership among patients and staff to promote innovation and the optimization of care. Each PFAC addresses a distinct patient population, providing a different perspective to influence initiatives throughout the hospital. Most members are referred by clinicians but some seek out the council on their own.

The first PFAC was formed in 1999 with the launch of the MGH*f*C council. "I felt if there was a way I could help the hospital make this the best experience possible for families, I wanted to be a part of that," says Cimino. When her daughter underwent a kidney transplant, it was an emotional experience – numerous checkups, appointments and tests marked by a procedure with unpredictable outcomes. "The council is a place where I can share what I went through and my concerns that are then carried on and applied to improve care in the future," says Cimino.

The MGH*f*C council is comprised of a child life specialist, a social worker, a nurse, a resident, attending doctors and 13 family members, including Sarah Grallert who serves as a voice for outpatients. Grallert's experience was different than that of other parents on the council because her children were only seen in an outpatient setting. "So what's my place? What's my role? What I've found is that there's a lot of room to bridge distances between the provider and family in the outpatient room."

One of Grallert's most gratifying experiences has been working with staff as part of the

(Continued on page 2)

'In the Aftermath of Violence'

THE SCHWARTZ CENTER for Compassionate Healthcare and the Conference on Boston Teaching Hospitals will host "In the Aftermath of Violence: Caring for Others, Caring for Ourselves," a series of special sessions for hospital staff, first responders and medical tent volunteers. Led by experienced Schwartz Center Rounds facilitators, these confidential sessions will bring together those who cared for patients following the Boston Marathon attacks to collectively discuss their experiences, and share how they have coped in the aftermath of this traumatic event and what insights they gained.

"Given the mission of the Schwartz Center, we wanted to support the caregiver community after this traumatic event," says Marjorie Stanzler, senior director of programs for the The Schwartz Center. "Compassion has never been more visible or critical to the collective healing of our community than it was on April 15, in the days and months following the marathon bombings."

Caregivers are welcome to attend any or all of the four sessions in Boston. Registration is required.

The session at the MGH will take place Nov. 1 from 8 to 9:30 am in the Their Conference Room. It will be facilitated by Beth Lown, MD, medical director of The Schwartz Center. Other sessions will be held:

- Oct. 23 from 4:30 to 6 pm at the Inn at Longwood Medical, 342 Longwood Ave. This session will be led by Sally Okun, RN, vice president of advocacy for PatientsLikeMe.
- Nov. 5 from 5:30 to 7 pm at the Doubletree Hilton Hotel, 5400 Computer Drive, Westborough. Okun also will lead this session.
- Dec. 3 from 8 to 9:30 am at Tufts University School of Medicine, 145 Harrison Ave., Room 114. This session will be facilitated by Chris Carter, PsyD, of Spaulding Rehabilitation Hospital.

For more information or to register, visit *www.theschwartzcenter.org* or email *schwartzcenter@partners.org*. ■

Mass General Marathon Team accepting applications

APPLICATIONS are now being accepted for the 2014 Mass General Marathon Team Fighting Kids' Cancer ... One Step at a Time! Want to run, train and help kids with cancer? Applications to run in the Boston Marathon on April 21, 2014 will be accepted until Nov. 1. Apply at *http://giving.massgeneral.org/boston-marathon/apply*.

GO MG
MASS GENERAL MARATHON TEAM

John Hancock Financial Services has donated 100 bibs for the race. Last year's team raised $950,780 for the Hematology-Oncology Department at MassGeneral Hospital *for* Children, and this year the team aims to raise $1 million.

Every year, starting in December, the MGH offers runners tips about raising funds and preparing for the 26.2-mile course. This year the team has joined forces with Dan Fitzgerald, co-founder and CEO of the South End Athletic Company and the Heartbreak Hill Running Company, who will offer training and nutrition advice and sponsor group runs. The Mass General Sports Performance Center also will offer a concierge phone line for questions about training and injuries. For more information, visit *www.massgeneral.org/marathon*.

— *Shaping the delivery of care*

(Continued from page 1)

Ambulatory Care rotation. "We talk to the pediatric residents about what goes on in a parent's mind, what worries us and how scary it can be."

Lynne Morin, a childhood cancer survivor, also knows how scary the hospital can be. She was only 15 years old when she received treatment at the MGH for bone cancer. Twenty-five years later, Morin is a member of the Cancer Center PFAC. "I wanted to give back to the MGH but I also wanted to give back in a way that would make things better for the patients and families that followed."

Morin has been a member of the council since its inception in 2001. The center's PFAC has influenced some major milestones over the years – construction of the Cancer Center's facilities in the Yawkey Building, the rooftop Healing Garden and MGH West.

"I'm getting so much out of it, I don't want to leave," says Margaret Carvan, another Cancer Center PFAC member. "The teams are valuable because everybody's journey and perspective is different."

David Wooster, a recipient of two heart transplants at the MGH, says being a member of the Institute for Heart, Vascular and Stroke Care council has enriched his life. "The first thing we worked on back in 2007 was the MGH mission statement. When the final statement was shown to us and there was a phrase from our group, I realized what we did in that room – what we were going to do – would have an impact on the whole institution."

Formerly know as the Heart Center PFAC, the council expanded in 2012 to include representatives in vascular and stroke. Their work over the years has included everything from reviewing education materials, to room design, to evaluating software.

In addition to the three patient-centered councils, the Ambulatory Practice of the Future – a primary care practice model piloted internally – created a Care Alliance, which addresses the staff experience as well. Rebecca Petersen, one of two patient co-chairs, says, "The staff here is already patient-sensitive, which frees our group to work on other ways to make the practice better." She and other alliance members have played a major role in developing and providing input about written information for new patients and staff processes as well as reviewing survey results.

Established two years ago, the General Council has a broader focus and serves as an educational resource for all PFACs, explains member Kay Bander. "It is a problem-solving resource and an information absorbing resource."

The chair of each PFAC also can sit on the General Council. "This provides an opportunity for PFACs to share information and discuss strategies for recruitment, orientation and learning initiatives" says Bander. "Influencing an academic health center as large as the MGH is not a simple task."

For more information about PFACs or to view the recently released 2012-2013 Annual Report, visit *www.massgeneral.org/patientadvisorycouncils*. ■

Forty years of fellowships

CURRENT AND FORMER fellows and program mentors reunited Sept. 21 at the Liberty Hotel to celebrate the 40th anniversary of the MGH Administrative Fellowship Program.

"Four decades ago, the leadership of MGH recognized the importance of educating administrative talent in the same way it provides hands-on training to direct patient caregivers," says Andrea Paciello, executive director of Radiation Oncology and a member of the fellowship class of 2001-2003. "In the 40 years since, the MGH has continued its commitment to preparing health care leaders, and as health care delivery evolves and becomes more challenging and complex, the industry requires well-trained leadership, now more than ever."

The two-year program, consisting of rotations in seven key administrative departments, is designed to provide future academic medical center leaders with essential training in hospital management. Fellows work with senior leadership in areas including Patient Care Services, Human Resources, Finance, the MGPO and Public Affairs.

The anniversary celebration began with a welcome address from Jeff Davis, senior vice president of Human Resources, who is co-director of the Administrative Fellowship Program. Throughout the evening, former fellows reflected on the program's remarkable history, highlighting stories and significant events that took place over the past 40 years. The decades were well represented, including the MGH's first fellow, Tom Schulz, a member of the class of 1973-1975, who now serves as director of Healthcare Medical Properties. Other speakers included Steve Lipstein, president and CEO of BJC HealthCare in St. Louis, from the class of 1980-1982; Greg Pauly, MGPO chief operating officer from the fellowship class of 1992-1994; and Keith Marple, a recent fellowship graduate in the class of 2011-2013, who now serves as administrative director in the MGH Institute for Heart, Vascular and Stroke Care. The evening concluded with remarks from former fellow, Sally Mason Boemer, senior vice president of MGH Finance and co-director of the Administrative Fellowship Program, who was in the class of 1993-1995.

"It was a great night and fun to reconnect with past fellows and celebrate one of the oldest fellowship programs in America," says Pauly. ■

FOUR DECADES STRONG:
MGH Administrative Fellowship Program participants

FE HAVEN: The [illegible]

MGH*f*C offers support groups for children

FOR SIBLINGS OF PATIENTS with a disability or a special health care need, it is not always easy to find outlets to vent their feelings and frustrations. A study published in the August 2013 issue of *Pediatrics* revealed that siblings of children with disabilities are more likely to suppress feelings of guilt, resentment and isolation than siblings of typically developing children. Thanks to the Sibshops program at MassGeneral Hospital *for* Children (MGH*f*C), brothers and sisters of special needs patients have a place that is just for them.

"The program lets kids know they're not alone, that there are others experiencing the same feelings and emotions," says Katie Weagle, MS, CCLS, program coordinator of the MGH*f*C Sibshops program.

For the Grant family, the Sibshops program is a place for 9-year-old Gaelyn to discuss the good, the bad and everything in between. Gaelyn's 14-year-old brother has Asperger's syndrome and attention deficit hyperactivity disorder. "We brought Gaelyn to Sibshops because she started to show signs of stress and unhappiness," says her mother, Jennifer Grant. "We wanted to make sure that her emotional needs were not being neglected in the midst of taking care of her brother's needs."

In the two years since Gaelyn has been attending Sibshops, her mother says she has seen an improvement in her children's relationship. "Gaelyn has learned to be less competitive with her brother and more patient in understanding his needs."

It is a sentiment Weagle hopes the Sibshops program can provide to other parents. "Here at MGH*f*C, it's important we commit to the well-being of the entire family."

(Continued on page 4)

Change in *Hotline* schedule

MGH Hotline will not publish Oct. 18 because of the Columbus Day holiday. The regular publication schedule will resume Oct. 25.

Submit news tips and story ideas to *MGH Hotline*

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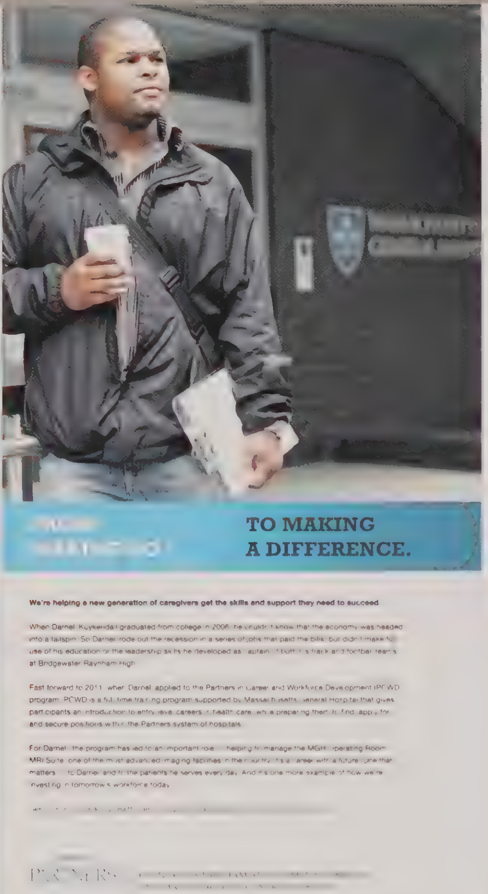

TO MAKING
A DIFFERENCE.

We're helping a new generation of caregivers get the skills and support they need to succeed

When Darnel Kuykendall graduated from college in 2006, he couldn't know that the economy was headed into a tailspin. So Darnel rode out the recession in a series of jobs that paid the bills, but didn't make full use of his education or the leadership skills he developed as captain of both his track and football teams at Bridgewater Raynham High.

Fast forward to 2011, when Darnel applied to the Partners in Career and Workforce Development (PCWD) program. PCWD is a full-time training program supported by Massachusetts General Hospital that gives participants an introduction to entry-level careers in health care while preparing them to find, apply for and secure positions within the Partners system of hospitals.

For Darnel, the program has led to an important role — helping to manage the MGH Operating Room MRI Suite, one of the most advanced imaging facilities in the country. It's a career with a future, one that matters — to Darnel and to the patients he serves every day. And it's one more example of how we're investing in tomorrow's workforce today.

New ad campaign tells Partners story

***REPUTATION/COMMUNICATIONS** is one of three pillars of Partners' Strategic Initiative. One aspect of the work of the Reputation/Communications team is to educate the public and health care influencers about the role Partners plays in offering solutions to the complex problems facing health care.*

"From-To." That is the theme of the latest generation of a highly visible Partners advertising campaign. The ads illustrate how Partners is addressing health care's toughest challenges through leadership and innovation, building the workforce of the future, and improving quality, access and affordability.

The 2013 campaign also offers examples of how Partners is improving health care for patients and is providing employment support and opportunity for the communities it serves. Other ads showcase jobs and workforce programs within Partners hospitals that enable residents to receive the education and training they need to launch successful health care careers.

The campaign's theme "From-To" highlights progress. The ads focus on the team approach to preventative care, improved access to care through community health centers, and genetic testing developed by Partners researchers from the MGH and Brigham and Women's Hospital who are helping to improve the lives of patients at-risk for diseases. ■

— Support for children

(Continued from page 3)

The MGH*f*C also offers Club STAR, another support group that highlights the hospital's family-centered care model. "This group is special in that it provides a supportive community for children who have experienced the death of someone close to them," says Hillary D'Amato, MS, CCLS, Club STAR program coordinator. "All of our activities focus on helping children express their emotions related to the death and keeping the memory of their loved one alive."

One of the most memorable projects for the group is a painting created during the program's first year that has become the symbol of Club STAR. "This painting shows a group of kids looking up at a sky full of stars. What is special about it is that when a child joins Club STAR they paint a wooden star in honor of their loved one and it is added to the painting. The stars in the sky keep on growing," D'Amato says.

While it is sometimes hard to listen to what the kids have to say, D'Amato admits, she finds comfort in knowing the program offers an emotional safe haven. "They are so open and honest at every meeting. This may be the only place where they can talk to others who know what they are going though. We don't usually leave in tears; we often leave laughing."

For more information about support groups offered by MGH*f*C, call 617-724-5727.

PERFECT PASS: New England Patriots linebacker Dane Fletcher tosses an autographed football with Ario Nour, 10, in the Ellison 18 playroom. Fletcher visited MassGeneral Hospital *for* Children's inpatient units Oct. 8 as part of the Patriots Charitable Foundation's Celebrate Volunteerism initiative, which aims to recognize deserving volunteers and inspire Patriots fans to become lifelong volunteers. Ario, a former patient at the Francis H. Burr Proton Therapy Center, was selected in 2011 as one of the MGH Cancer Center's **the one hundred** honorees for his work teaching other children how to receive proton therapy without the use of anesthesia.

10.25.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating Ether Day

MAGICAL MILESTONE: Stoeckle celebrates 65 years of service

ONE HUNDRED SIXTY-SEVEN YEARS AGO, the MGH ushered in a new era of medical practice that changed the medical world. The first successful public demonstration of ether used as a surgical anesthetic became the event for which the hospital is now widely known. For many years, Ether Day – Oct. 16 – was a celebration of medical breakthroughs, but since 1945, the MGH also has selected a day close to the anniversary to honor longtime employees. Those celebrating milestone anniversaries are given pins and ribbons to mark their years of service.

"So many people, once they arrive, choose never to leave," said Peter L. Slavin, MD, MGH president. "These ribbons represent the pride we feel to be at this institution."

On Oct. 18 under the Bulfinch tents, Slavin and David F. Torchiana, MD, chairman and CEO of the MGPO, welcomed guests, followed by remarks from Jeff Davis, senior vice president for Human Resources, who also introduced the Ether Day dancers.

More than 3,100 employees were acknowledged, two of whom were recognized for 65 years of service – Paul Russell, MD, senior surgeon and emeritus chief of the MGH Transplantation Unit, and John D. Stoeckle, MD, of MGH's John D. Stoeckle Center for Primary Care Innovation. "I love my work and I love working here," said Stoeckle. "It doesn't seem like it has been 65 years – it's always changing."

Russell added, "We are always striving to make things better."

Jennifer Dubose, LPN, of Blood Transfusion Services, who received her 40-year pin, said, "It's a wonderful place to work. It's like family."

Those celebrating milestones of 20 years or more were invited to attend the Ether Day Dinner held Oct. 24 at the Westin Copley Place. ■

Storybook Ball draws hope

IF HAROLD, from the 1955 classic childhood storybook "Harold and the Purple Crayon," were to draw a picture representing the 14th annual Storybook Ball, it would be a bull's-eye. The premiere fundraising event for the MassGeneral Hospital *for* Children (MGH*f*C) surpassed its $20 million milestone in cumulative funds raised.

The Oct. 19 event transported 500 attendees from the Museum of Fine Arts into the world of "Harold and the Purple Crayon," raising more than $1.6 million for pediatric Emergency and Trauma Services.

The evening included a video highlighting the story of 19-year-old Jaymi Cohen, who was treated at MGH*f*C after she was injured in the Boston Marathon bombings. The Tufts University sophomore and her lacrosse teammates

(Continued on page 2)

COLORFUL EVENING: From left, Joseph Vacanti, MD, MGH/C surgeon-in-chief, Storybook Ball co-chairs Katherine O'Keeffe and Kerry Swords, and Ronald Kleinman, MD, MGH/C physician-in-chief

10.25.13

Enhancing the MGH experience

THE MGH WELCOMES more than 200 new physicians and scientists every year. With any new job, the first days, weeks, months and even year can be challenging and overwhelming. To help new faculty across all departments acclimate, the MGH Center for Faculty Development hosted its third annual New Faculty Orientation Oct. 9 in the Their Conference Room.

The daylong event provided participants with an opportunity to hear from senior faculty leaders and to learn about available resources, research and education opportunities. The session also featured information about hospital services such as the Employee Assistance Program and the Multicultural Affairs Office.

Ann Klibanski, MD, director of the Center for Faculty Development, and Peter L. Slavin, MD, MGH president, welcomed participants. "Thank you for joining the faculty here at the MGH," said Slavin. "I hope all of you will have long, successful careers and as much fun over the next years as I've had in my last 29 here."

Greg Pauly, MGPO chief operating officer, who provided an overview of the physicians' organization, noted that it is not unusual for employees to remain at the hospital for the better part of their careers. "Although, I've been at the MGH for 21 years, I'm still considered a new employee," said Pauly. "It's a remarkable institution, and I hope you enjoy your tenure here."

A WARM WELCOME: Slavin addresses new faculty members.

My Giving Helps raises nearly $1 million

WITH MORE THAN $967,000 raised by 3,860 employees for the MGH Fund and United Way, the 2013 My Giving Helps campaign was an enormous success. The annual campaign welcomed more than 200 new donors and saw an increase of $50,000 from last year, stemming from direct donations and payroll deductions, as well as through contributions raised by activities such as the employee pie-eating contest and Penny Wars competition.

"The generosity of our employee donors is both humbling and inspiring," says Keith Lillemoe, MD surgeon-in-chief and chief of the Department of Surgery, who was a lead co-chair of My Giving Helps. "Thanks to them, the impressive amount we raised will fund countless important projects here at the MGH and in our community."

CELEBRATING SUCCESS: My Giving Helps champions Daniel Stuckey, left, and Deepak Bhere, both of the Department of Radiology

Gifts to the MGH Fund support promising clinical programs and research efforts at the hospital, while donations to United Way of Massachusetts Bay and Merrimack Valley support more than 170 local nonprofit organizations.

A special reception was held Oct. 17 to celebrate the campaign's success and acknowledge the hard work of its 150 volunteers – including numerous co-chairs, leadership committee members and My Giving Helps champions.

"The results of the campaign are a testament to the generosity and kindness of MGH employees," says Ann Prestipino, MPH, senior vice president for Surgical and Anesthesia Services and Clinical Business Development, and a lead co-chair of the campaign. "Not only are our employees among the best and brightest in health care, but they also have hearts of gold."

Although the campaign officially ended Sept. 27, one-time donations are accepted year-round a *www.mygivinghelps.org.* ■

— Storybook Ball

(Continued from page 1)

were standing outside the Forum restaurant when the second bomb exploded a few feet away. Cohen says she ran when she heard the first bomb explode and moving away from the area in those few seconds may have saved her life. She was brought to the MGH Emergency Department where 50 small pieces of shrapnel were found embedded in her legs.

A portion of the Storybook Ball proceeds will support the renovation of the MGH*f*C Pediatric Emergency Department. Slated to open in 2014, the new space will have six private exam rooms surrounding a central workstation and a new waiting room, giving patients and families their own space separate from adult emergency patients.

"The renovated Pediatric Emergency Room will not only have increased square footage and improved physical design, but it will allow us to be closer to our patients and treat them more efficiently," says Ari Cohen, MD, chief of the MGH*f*C Pediatric Emergency Division. "We are so appreciative of the donors and guests of Storybook Ball for helping to make this happen."

Funds were raised through attendance, as well as bids on auction packages, including a wine-tasting dinner for 12 at Sotheby's New York City Boardroom with the CEO of Sotheby's Wine; a "home-cooked" meal whipped up by Chef Ken Oringer; passes to the 2013 HBO Emmy after-party in Los Angeles, complete with custom Michael De Paulo gown; and tickets to a Bruin's game with the legendary Ray Bourque in the Executive Suite and post-game meeting with defenseman Dennis Seidenberg.

Beauty is everywhere

IN A BRIEF MOMENT on a Manhattan street corner, fashion photographer Rick Guidotti became an ambassador for change. He saw a girl with white hair and white skin who defied beauty's boundaries and made him want to learn everything he could about albinism.

"I traveled the world as a fashion photographer, working for clients such as L'Oreal, Revlon and Yves Saint Laurent, but this chance encounter inspired me to seek out others like her. I poured through medical books. The images of albinism were of sickness and despair. Something was missing from almost all – humanity."

Earlier this week, Guidotti presented his work, "Positive Exposure," in the O'Keeffe Auditorium, in honor of National Disability Employment Awareness Month. Founded in 1998, Guidotti's nonprofit organization, Positive Exposure, uses photography and video to highlight the beauty of genetic diversity, challenging the stigmas associated with differences in appearance.

"My entire career I was always told who was beautiful. I am an artist. I don't just see beauty on the cover of a magazine," says Guidotti.

Guidotti was determined to find a way to show the beauty of genetic disorders through an unfiltered lens. Over the past 15 years, he has traveled throughout the world photographing and recording hundreds of people who live with genetic conditions from Down syndrome to dwarfism to Marfan syndrome. He has collaborated with advocacy organizations, medical schools and various educational institutions. In addition, his work has been featured in the *American Journal of Medical Genetics,* the *Atlantic Monthly, Life* magazine, the *Washington Post* and the Smithsonian's National Museum of Natural History – all in an effort to change societal attitudes toward genetic differences.

"My daughter has cerebral palsy, and people often say it's too bad she is disabled because she's so beautiful," said Nathalie Korpics, training specialist in the Department of Radiology, who attended the presentation. "It's like saying she's almost perfect – but not quite."

Guidotti said people often remark on his departure from the fashion industry and its stark contrast to his new focus. He simply responds, "I've never photographed a disability. I still photograph beauty."

For more information about Positive Exposure, visit *positiveexposure.org.* Guidotti will exhibit his work at the MGH in 2014. ■

IN THE EYE OF THE BEHOLDER: Guidotti speaks to an MGH audience.

Singing the praises of MGH's unsung heroes

"I HAPPENED TO BE in the right place at the right time, and for that I am eternally grateful," said Hilary Levinson, a registered nurse in the MGH Emergency Department, during a ceremony honoring her recent efforts identifying and treating a patient who was the victim of domestic violence. "Caring for patients is a privilege beyond any other and one that I hold close to my heart."

Levinson received the 2013 Unsung Hero Award from the MGH Domestic Violence Working Group, alongside fellow honorees Wendy Macias-Konstantopoulos, MD, MPH, in the Department of Emergency Medicine, and Michael Cloutier, senior investigator in the Police and Security Special Investigations Unit. The annual award, given during a ceremony on Oct. 9, recognizes staff who are dedicated to helping survivors of domestic violence.

HEROES AMONG US: From left, Macias-Konstantopoulos, Cloutier and Levinson

"We received nominations honoring skilled professionals from all areas of the hospital," said Elizabeth Speakman, LICSW, director of HAVEN (Hospital's Helping Abuse and Violence End Now). "We have many people who truly go above and beyond the above and beyond."

Cloutier was honored for his dedication to providing victims of violence with options and resources in a comforting and compassionate manner and for his devotion to ensuring the patients are connected to the proper care and support following treatment at the hospital. "Everyone here works for the same goal and everyone plays an important role in supporting the MGH community," he said.

Macias-Konstantopoulos, who also serves as medical director of the Human Trafficking Initiative in the Division of Global Health, was recognized for her efforts to educate clinicians about the signs patients involved in sex trafficking might exhibit as well as the intricacies of treating these patients. "Thank you for honoring me in such a valuable and important way," she said. "I am thankful there are so many heroes at the MGH that could have been recognized today, and I share this with everybody who does this work."

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MGH HOTLINE

Announcements available online
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FIGHTING CANCER: Boston Bruins forward Chris Kelly, left, and defenseman Johnny Boychuck, center, surprised proton therapy patient Caleb Morris, 10, and his sister Presley, 5, at the MGH Francis H. Burr Proton Therapy Center on Oct. 21. The players also visited MassGeneral Hospital *for* Children's Pediatric Hematology and Oncology patients in honor of Hockey Fights Cancer Month.

Keeping connected through the gift of technology

WITH A SHY SMILE, MassGeneral Hospital *for* Children cystic fibrosis patient Kyle Orben reached out and accepted his new iPad. Although the 8-year-old had told his mom that he would share the gift with his nine brothers and sisters, he first quietly soaked in the new toy, awestruck by the on and off button.

The iPad was a gift from Ralph and Sabina Fusco of The Richard Fusco Foundation, an organization dedicated to helping cystic fibrosis patients stay connected with their family and friends, keep up with their schoolwork and maintain an optimistic outlook during often long and frequent hospital stays. The Fuscos dedicate their work to the memory of their son Richard, who was born with cystic fibrosis and died a year ago at the age of 44. The last three years of Richard's life were drastically improved by having an iPad, which helped him keep in touch with his relatives and friends while at the hospital, as well as watch movies and television, read and play games.

"We want other kids to have that same feeling that the future is bright and they have a place in the outside world," said Ralph Fusco.

Kyle is the first patient to receive an iPad from the foundation, which plans to donate more iPads to local pediatric cystic fibrosis patients who would otherwise be unable to afford one. "We should adopt Ralph and Sabina as grandparents," the Orben family, who live in Wakefield, exclaimed as they gratefully accepted the iPad.

OPTIMISTIC OUTLOOK: From left, Sabina Fusco, Kyle Orben, Allen Lapey, MD, director of the MGH Cystic Fibrosis Center, and Ralph Fusco

SPIRIT OF HALLOWEEN: MassGeneral Hospital *for* Children (MGH*f*C) patient Delia Binette, 6, concentrates on her pumpkin at the annual Spirit Halloween Superstores party Oct. 21. Since 2006, Spirit Halloween Superstores have donated more than $100,000 to MGH*f*C through its Spirit of Children Program.

11.01.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Sweet Sox-cess!

CELEBRATING THEIR SOX OFF: MGHers rejoice over the Red Sox win outside of the Bulfinch building. Inset: Larry Ronan, MD, second from left, Pete Asnis, MD, third from left, and Sean Hazzard, physician assistant, second from right – all from MGH Sports Medicine – celebrate at Fenway Park after the Red Sox World Series victory with other members of the medical team. Ronan serves as the Red Sox medical director and Asnis as the team's head orthopedic physician.

MGH and Mass Eye and Ear make history with auditory brainstem implant surgery

A TEAM OF SURGEONS, AUDIOLOGISTS AND NURSES from the MGH and Massachusetts Eye and Ear Infirmary recently performed an auditory brainstem implant (ABI) on a 16-month-old patient – the youngest person in the U.S. to receive the device.

Unlike a hearing aid or a cochlear implant – which bypasses the outer, middle, inner ears and the auditory nerve – the ABI electrode is placed on the surface of the brain responsible for hearing. The infant's surgery, which took place at the MGH on Oct. 8, is part of an FDA-approved ABI clinical trial studying how the device affects quality of life in deaf children.

"We are optimistic that this approach can take advantage of the extraordinary capacity of the brains of young children to learn and adapt to their environments," says Ann-Christine Duchaime, MD, director of MassGeneral Hospital *for* Children Pediatric Neurosurgery, who performed the surgery, along with MGH neurosurgeon Frederick Barker, MD. "Their plasticity is a real advantage at this age, and we are very happy to be able to explore this option to restore hearing for these children."

The infant, who was born deaf due to undersized inner ears, is recovering at home prior to the activation of the device later this month. "We hope that the ABI provides meaningful sound and speech awareness in this child. Outcome data from Europe suggest that the ABI can support oral language development, especially in those children who are normal neurologically and received the implant at a young age," says Daniel Lee, MD, FACS, director of the Wilson ABI Program at Mass Eye and Ear, who is leading the clinical trial.

CLOSE COLLABORATION: From left, Barker, Vittorio Colletti, MD, chairman of Otolaryngology at the University of Verona in Italy; Duchaime and Lee

Be Fit Walking Challenge invites staff to 'step it up'

FIVE YEARS AGO, after Joseph Cohen broke both of his shoulders during a seizure, he was told by his doctors that he had extremely low bone density. "I realized that, to get better, there was no better time to step it up and get healthier," says the EEG technician in the MGH Department of Neurology.

And "step it up" is just what Cohen – along with several other MGH staff members – has done in the past few weeks as part of the most recent Be Fit Walking Challenge, which kicked off at the end of September. The program, which runs through Dec. 16, is an ongoing competition among staff to track the number of steps taken on a daily basis. The program's goal is to increase the activity level of all employees and help busy staff members be more mindful of incorporating exercise into their daily lives. Participants track their steps and record them at the end of each week.

ALL LACED UP: Mues, left, and Cohen

For Matthew Mues, senior finance manager in the Center for Systems Biology, walking to stay fit has long been a part of his daily life. "I don't own a car and walk my dog, so that helps with keeping active," says Muse, who uses an electronic wristband to track his activity. Working as a caddy also helps increase his steps – typically about five to six miles for 18 holes of golf. "But that depends on who is playing – sometimes it can be a lot more than that," he laughs.

And while the real reward for those participating in the Be Fit Walking Challenge is the benefit of better health, participants say the accountability of tracking steps and the sense of competition don't hurt. "In the first week, I saw that someone had taken 300,000 more steps than I had, so my goal become to walk more and pass that person before the challenge ends," Cohen says.

All staff are welcome to join the challenge at any time. Participants will be entered to win prizes including Be Fit lunch bags, aprons, T-shirts and Patriots tickets. For more information, visit *www.mghbefit.com/walking-challenge* or email *info@clubsatcrp.com.*

Tackling prescription drug misuse

ON OCT. 16, MGH President Peter L. Slavin, MD, joined local, state and national experts for a Prescription Drug Abuse Town Hall Meeting in Revere to discuss solutions to the epidemic of prescription drug misuse in Massachusetts. Revere is one of three communities nationally selected by the Community Anti-Drug Coalitions of America (CADCA) to host this type of presentation, primarily because of the work of the Revere CARES Coalition, supported by the MGH Center for Community Health Improvement.

"We have seen an explosive growth in prescription drug misuse, especially opioid misuse, throughout our local community," said Slavin. "The Boston area has the highest rate of emergency room use for opioid overdoses in the country. As health care providers, we do not want to wait for these patients to arrive in our emergency department. We want to engage with local communities to prevent these overdoses and prescription drug misuse in the first place." ■

TOWN HALL TALK: Slavin, left, with Arthur T. Dean, chairman and CEO of CADCA

Honoring a champion

GEDIMINAS "GEDI" MARGAITIS, an information associate at the MGH, was honored with the inaugural MGH Disability Champion Award on Oct. 29 at a breakfast sponsored by the Employees Disabilities Resource Group. Margaitis, who has worked at the hospital for three years, was presented the award by MGH President Peter L. Slavin, MD, who read excerpts from the nomination by Margaitis' manager, Michael Stone, Information Desks manager. "It is a part of his job to give directions to the patients and visitors of the MGH. When he sees a person with a disability he is very quick to get up from his information desk to personally escort or push a disabled person to their destination ... In my 40 years of managing people, I have rarely seen a person so dedicated to patient care and doing the right thing for the patient." In addition to Margaitis, the breakfast recognized eight other award nominees. ■

DEDICATED TO PATIENT CARE: Slavin, left, and Margaitis

All kids on deck

TRICK OR TREASURE: Luke McQuillan, 8, and his dad take a spooky selfie before the MassGeneral Hospital *for* Children's annual Trick or Treat Halloween Parade Oct. 31.

MGH launches new Emergency Alert System

MGH STAFF NOW CAN register for a new Employee Alert System, which officially launches Nov. 1. The voluntary subscription-based system offers employees the opportunity to receive important hospital messages through text message, email and/or phone calls.

"In the past year alone, we've faced a number of emergency events, including Hurricane Sandy last fall, the nor'easter in February and most recently, the Boston Marathon bombings," says David Reisman, senior administrative director for Emergency Preparedness. "In an effort to enhance our communication capabilities during future emergencies, we are pleased to offer this new alert system to allow us to rapidly communicate essential updates and information."

Reisman says the system – which will be used during situations such as weather emergencies, MBTA closures and disasters – is separate from the existing Emergency Notification System that is used predominately by Hospital Incident Command System personnel. It also will not take the place of traditional communication methods, such as Broadcast emails or the Severe Weather line. "This is another way for us to ensure that all staff are kept up to date with key information," Reisman says.

For technical questions about system registration, contact the MGH Help Desk at 617-726-5085. For more information about the Emergency Alert Program, contact Reisman at *dreisman@partners.org.* ■

To subscribe to receive the emergency alerts:

- Visit *www.notifind.net/NF_SUBSCRIBE* and click on the "sign up" link or visit the MGH Human Resources intranet home page for complete instructions with screen shots.
- Fill in the initial registration form and create a login username and password. Please note this is not your Partners username and password. The password also must be a minimum of eight characters.
- Click "register."
- An email will be sent to the address you provided with further instructions.
- Click the activation link in that email.
- Enter your username and password and click "activate account."
- Fill in your contact information and click "continue."
- Check the locations you would like to be notified about in the event of an emergency. This includes notifications for MGH as well as all Partners HealthCare affiliations.
- Select how you would like to receive the emergency alerts – including one or all of the following – a telephone call, email or text message.
- Click "finish."

Kenneth L. Minaker, MD, honored with endowed chair

KENNETH L. MINAKER, MD, chief of the Geriatric Medicine Unit, was honored Oct. 9 as the inaugural incumbent of the MGH Endowed Chair in Geriatric Medicine. The chair was made possible through gifts from more than 100 grateful patients and two matching grants – contributed by Harry and Rita Patten and the Patten Family Foundation, and Jack Rowe, MD, and Valerie Rowe.

For more than 40 years, Minaker has pioneered new approaches in care for older adults. In 1995, he helped to establish and became chief of the Geriatric Medicine Unit in the Department of Medicine, one of a handful of such programs in the nation at that time. Since founding the MGH Senior Health Practice, Minaker has expanded clinical services, increased staff and extended community outreach, which has reinforced the MGH Senior Health Practice's position at the forefront of geriatric care. In 2009, Minaker launched the Geriatric Fellowship Program offering advanced specialty training to attract physicians to the field of geriatric medicine.

Together with his longtime colleague, Jack Rowe, Minaker ran a National Institute on Aging/National Institutes of Health study from 1977 to 2011, examining the physiology of aging. Internationally renowned, Minaker has received numerous awards, published more than 130 articles and contributed to 15 books.

Colleagues, friends and family honored Minaker and celebrated the MGH's first chair in primary care medicine during a ceremony at the Four Seasons Hotel.

"Ken has created a world-class geriatric program at the MGH," said Peter L. Slavin, MD, MGH president. "He and his colleagues deliver high quality and efficient care to their patients and they serve as a model for others. Congratulations, Ken, on being selected as the inaugural incumbent of the MGH Chair in Geriatric Medicine. It is a well-deserved honor."

When Minaker retires, the chair will be renamed the Kenneth Lloyd Minaker, MD, Chair in Geriatric Medicine, helping future generations of physicians keep pace with the growing needs of the country's aging population.

"I am delighted and humbled to know that together we have established the very first chair in primary care medicine at the MGH," said Minaker. "It is heartening to know that this chair will bear my name and benefit the great work in geriatric medicine. It is difficult to put into words how grateful I am to all of you who have stepped forward to honor me and make this chair a reality." ■

CELEBRATING A LEADER: From left: Harry and Rita Patten; Valerie Rowe and Jack Rowe, MD; Minaker and his wife, Colleen; Katrina Armstrong, MD, chief of the Department of Medicine; and Slavin

11.01.13

MGH HOTLINE

IN GENERAL: AWARDS AND HONORS

Leigh Hochberg, MD, PhD, of MGH Neurology, and the BrainGate research and development team, received the $1 million Moshe Mirilashvili Memorial Fund Breakthrough Research and Innovation in Neurotechnology (B.R.A.I.N.) Prize, which recognizes a recent breakthrough in the field of brain technology. The BrainGate team – a collaboration among researchers at the MGH, Brown University, the Providence Department of Veterans Affairs Medical Center, Case Western Reserve University and Stanford University – was honored for their outstanding work in creating the first human uses of an implanted neural sensor and neural interface system to control robotic and prosthetic arms in three-dimensional space. The international award was presented by Israeli President Shimon Peres on Oct. 15 at the BrainTech Israel 2013 Conference in Tel Aviv.

Andrew Warshaw, MD, FACS, MGH surgeon-in-chief emeritus, was named president-elect of the American College of Surgeons (ACS). Warshaw, who joined the MGH in 1972, became a fellow of the ACS in 1974 and has held various leadership positions at the college, including vice president, treasurer and chair of the Health Policy and Advocacy Group.

David Louis, MD, MGH pathologist-in-chief, received the National Brain Tumor Society Feldman Founder's Award for his outstanding contributions and invaluable impact on the field of brain tumor research. Louis was honored for his work in the molecular genetic basis of gliomas, which has been fundamental in the advancement of brain tumor research. His laboratory was the first to demonstrate that molecular approaches could subdivide malignant gliomas biologically and could predict their response to therapies. This work has resulted in worldwide adoption of molecular testing for brain tumor patient management.

Susan Briggs, MD, MPH, director of the MGH International Trauma and Disaster Institute, was honored as co-recipient of the Woman of Valor Award, presented annually by the Anti-Defamation League (ADL). The award honors distinguished women for their leadership contribution to the ADL, to Boston communities, and their commitment to making a difference in social and civil arenas. Briggs was recognized for her international education and clinical care efforts.

Bowditch prize nominations sought

NOMINATIONS ARE NOW BEING ACCEPTED for the 2013 Nathaniel Bowditch Prize. The $5,000 award will be presented to an MGH employee – clinician or nonclinician – who has made a significant contribution to improving the quality of care at the hospital while reducing its cost. The deadline to submit a nomination is Nov. 15. Contact Gretchen Shubrooks at 617-726-8477 or *gshubrooks@partners.org* for nomination forms, which should be submitted to Andrew Warshaw, MD, chairman of the Bowditch Prize Selection Committee, at Bulfinch 360.

Joseph Vacanti, MD, surgeon-in-chief of MassGeneral Hospital *for* Children, received the 2013 William E. Ladd Medal at the American Academy of Pediatrics (AAP) Conference on Oct. 26. The medal, which recognizes an individual who has advanced the field of pediatric surgery, is the highest honor awarded by the Surgical Section of the AAP.

Andrea Paciello, executive director of MGH Radiation Oncology, was named the Distinguished Guest Lecturer in Healthcare Administration by Suffolk University's Sawyer Business School. Paciello will have a faculty appointment for a two-year period through June 2015.

Andrew A. Nierenberg, MD, director of the MGH Bipolar Clinic and Research Program and associate director of the Depression Clinical and Research Program, was awarded The 2013 Colvin Prize for Outstanding Achievement in Mood Disorders Research. The award is given by the Brain and Behavior Research Foundation to an outstanding scientist studying on the causes, pathophysiology, treatment or prevention of affective disorders. Nierenberg was recognized for his research on new approaches for difficult-to-treat illnesses, for his work establishing treatment-resistant depression as a legitimate field for inquiry, and for his studies of children at risk for bipolar disorder.

Rachel Kohn, MD, a third-year resident in MGH Internal Medicine, has been named a 2013 Emerging Liver Scholar by the American Association for the Study of Liver Diseases. Mentored by Parsia Vagefi, MD, of Transplant Surgery, Kohn is a member of Vagefi's liver transplant research group and is investigating the effects of geographic disparities in organ allocation. She will present her research at the 2013 Liver Meeting in Washington, D.C. later this month.

Boston MedFlight, which provides critical care transport for patients throughout New England, was awarded the 2013 Ground Transport Program of the Year Award from the Association of Air Medical Services for demonstrating exemplary commitment to quality improvement, excellence in safety consciousness, patient care, community service, strong leadership and visionary innovation. MedFlight also was honored as a leader in aviation safety within the industry with the Vision Zero Safety Aviation Award in recognition of its commitment to outstanding levels of safety, ongoing upgrades in technology, and implementation of innovative programs. The MGH is a founding member of the Boston MedFlight consortium and has been part of the organization for 28 years.

The Vaccine and Immunotherapy Center (VIC) at the MGH is starting a new program to create a more hopeful and supportive future for patients with the rare cancer mesothelioma. The goals of the Mesothelioma Research and Resource Program are both to expand treatment options by identifying promising immunotherapy drugs and to provide support and resources for patients suffering from the disease and their families. The program has been made possible by a $300,000 grant from Arthur Luxenberg and Perry Weitz, founding partners of Weitz and Luxenberg in New York. Mesothelioma is an aggressive cancer of the lung lining usually caused by exposure to asbestos. For the approximately 3,000 patients diagnosed each year, survival is often limited to one to two years. Current treatment options for mesothelioma have limited success, and the cancer has a impact significant on patients and their families.

Announcements available online
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Submit news tips and story ideas to *MGH Hotline*

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A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Miracle comes full circle

THE WONDER OF WYATT: Healthy and happy at 9 months old

WATCHING WYATT JOYNER wiggle and bounce in his mom's lap, it is difficult to imagine that the 9-month-old – now nearly the size of his 2-year-old sister – was once in the Newborn Intensive Care Unit (NICU) at the MassGeneral Hospital *for* Children (MGH*f*C).

"Being here brings back how real it was and how startlingly different the outcome could have been if we landed at a different airport or were brought to a different hospital. It is a reminder of how fragile life can be," says Dawn Joyner, Wyatt's mother.

On Oct. 30, the Joyner family returned to the MGH*f*C. It didn't matter that it was a day that the city was anticipating a presidential visit and a World Series win was hanging in the balance – Joyner simply wanted to thank the people she credits with saving Wyatt's life.

"He is a miracle," she says. "They may see this as doing their job but it's so much more."

It all began in the early morning hours of Jan. 29. Joyner was rushed by ambulance from Logan Airport to the MGH Emergency Department. She was 32 weeks pregnant. Joyner and her family had been visiting her parents in Myrtle Beach, S.C. Her obstetrician had given the go-ahead to travel.

"When we boarded our flight, I was feeling fine," says Joyner. "But about 20 minutes into the flight I began experiencing severe pain. Thirty minutes later, the pain was excruciating. I began to vomit and was in and out of consciousness. I told my husband that I would need medical attention as soon as we landed."

From the MGH Emergency Department, Joyner was transferred to

(Continued on page 4)

Benefits Open Enrollment runs through Nov. 26

BENEFITS OPEN ENROLLMENT opened Nov. 4 and will remain in effect through Nov. 26. Open Enrollment is the only time of the year when MGH and MGPO employees can enroll in or change their benefits, unless they experience a qualified life event. Changes made via PeopleSoft eBenefits will take effect Jan. 1, 2014.

The MGH is committed to offering employees and their families the best benefits at the lowest possible cost. For this reason, there will be no premium or co-pay increases for health, dental and vision benefits in 2014.

Changes for 2014

Weekly rates: If you are a weekly paid employee, your benefits plan contributions will be spread across 53 paychecks in 2014, instead of the usual 52.

Out-of-pocket maximum changes: The out-of-pocket maximums for Partners Plus and HMO coverage will be capped at $2,500 individual/$5,000 family ($3,000/$6,000, if you enroll in Partners Value). This cap limits your out-of-pocket expenses for co-pays and co-insurances. The $5,000 limit on Durable Medical Equipment also has been eliminated.

Same-sex spouse coverage: All married couples now receive the same tax treatment and can receive reimbursement from their 2014 Flexible Spending Accounts for their spouse's and spouse's dependents' eligible expenses. This reflects the U.S. Supreme Court's June ruling to strike down parts of the Defense of Marriage act.

Same-Sex Domestic Partner benefits coverage: After Jan. 1, 2014, employees will no longer be allowed to add a same-sex domestic partner to their benefits coverage. Same-sex domestic partners enrolled by Jan. 1, 2014 will be "grandfathered" and continue to receive coverage.

(Continued on page 2)

IN MEMORIAM:

Alan Aisenberg, MD, PhD

ALAN CLIFFORD AISENBERG, MD, PHD, who worked at the MGH for more than 50 years, died Oct. 27 at the age of 86. Aisenberg, who spent the majority of his career in the Center for Hematology/Oncology in the MGH Cancer Center, is remembered as a kind and caring physician who was dedicated to advancing the treatment of Hodgkin's disease.

Aisenberg in 1961

"Alan was a superb scientist, clinician and mentor," says Ephraim Hochberg, MD, of Hematology/Oncology. "He was always very thoughtful and cared deeply for his patients. When I first came to the MGH 10 years ago, my office was next to his, and he served as a mentor to me. When he retired I took on some of his patients, and it was truly inspiring how they spoke about how sensitive and respectful 'Dr. A' was to them."

Born in New York City in 1926, Aisenberg received his medical degree from Harvard Medical School and later obtained a doctorate degree from the University of Wisconsin. Aisenberg joined the MGH in 1956 and headed the hospital's medical oncology unit. Following his retirement in 2010, he remained an active part of the MGH community as an honorary physician.

During Aisenberg's lengthy career, he was awarded a Guggenheim Fellowship to train at the National Institute for Medical Research in London. He also was widely regarded as an expert in the field of Hodgkin lymphoma, a subject he tackled in numerous papers and publications.

"He was dedicated to the field of lymphoma, and his expertise allowed him to publish as a solo author, which is very unusual these days," says Kurt Isselbacher, MD, the founding director of the MGH Cancer Center, who attended medical school with Aisenberg and remained close friends with him throughout their careers. "He was extremely dedicated to the field of lymphoma, and he had a remarkable way of taking care of his patients."

Aisenberg was predeceased by his wife of 47 years, Nadya Margulies Aisenberg. He is survived by his son, James Aisenberg and his daughter, Margaret K. Aisenberg. A memorial service is scheduled for Dec. 15 at 3 pm at the Harvard Faculty Club.

The warm glow of Diwali

THE EAST GARDEN ROOM was aglow as MGH staff gathered Nov. 5 to celebrate Diwali. Known as "the festival of lights," Diwali is observed by Hindus, Jains, Buddhists, and Sikhs and is one of India's biggest and most important holidays. This marked the third year MGH Human Resources has hosted a reception.

Diwali also is known as Deepawali, meaning "row of lamps." Celebrants light small clay lamps filled with oil to signify the triumph of good over evil and to spread happiness.

"Last year I celebrated in India," said Krishna Shroff, MGH ICU pharmacist. "It's very special. It has become a tradition and it's nice to maintain that tradition here."

Dinesh G. Patel, MD, chief of MGH Arthroscopic Surgery, who was instrumental in bringing the Diwali festival to the MGH, welcomed guests along with John Polk, DMin, BCC, director of the MGH Chaplaincy, who shared a blessing.

"I come every year," said Deepak Bhere, a research associate in MGH Imaging. "It's really nice to honor Indian festivals. I appreciate the efforts of the MGH. It's wonderful to meet everyone and celebrate together."

LET IT SHINE: Siddhi Saw[illegible] physical therapy student from the MGH Institute of Health [illegible]

— *Open Enrollment*

(Continued from page 1)

Summaries of Benefits Coverage: Per the requirements of the Affordable Care Act, the Benefits Office is posting easy-to-understand 2014 summaries of our medical plans on the MGH Benefits intranet site.

Don't forget your Flexible Spending Account (FSA): If you have a 2013 health or dependent care FSA and want to have one again in 2014, you must enroll via eBenefits by Nov. 26. FSA participation requires an annual election. For more information:

- Review the Open Enrollment packets mailed to your home address. More detailed information – including a personalized benefits summary – is included in this packet.
- Attend a Benefair or QuickStop to learn more about your benefits and the companies that provide them. The schedule is included in your Open Enrollment package.
- Access electronic copies of Open Enrollment materials, available on the MGH Benefits intranet home page.

For more information, call the Benefits Office at 617-726-8133 or email *ibenefits@partners.org*. Monthly paid professional staff (MDs and PhDs) can contact the Professional Staff Benefits Office at 617-726-9267 or email *prostaffbene@partners.org*.

MGH launches Recovery Research Institute

"IT'S HARD TO HATE UP CLOSE," said Michael Botticelli, deputy director of the White House Office of National Drug Control Policy. "I am one of the roughly 25 million people in the United States who have stories of addiction to tell."

Botticelli – who is in long-term recovery from addiction and recently celebrated 25 years of sobriety – was the keynote speaker at a special event to celebrate the launch of the MGH Recovery Research Institute (RRI), under the Department of Psychiatry. The event took place Oct. 30 at the Wyndham Hotel.

John F. Kelly, PhD, director of the RRI, says drug addicts and alcoholics are some of the most stigmatized people in the world. "For the majority of addicts, their problems are not a matter of choice. They are a matter of genetic predisposition and severely compromised brain function. And as such, one of the goals of the RRI is to reduce the stigma surrounding these conditions," Kelly said. "Another little-known fact is that 60 percent of people with alcohol and drug addiction achieve full remission and recover; so, another goal of the RRI is to instill hope that recovery is possible and, indeed, likely."

The RRI also aims to conduct high-quality, novel recovery research and to compile this information as a free resource to increase the effectiveness of both treatment and long-term recovery. The institute offers resources to those in recovery and individuals seeking help with addiction, as well as family, friends and clinicians looking for ways to help a loved one. "There are so many questions about addiction and recovery and what works," said Botticelli. "The RRI is going to help find those answers."

Jerrold Rosenbaum, MD, chief of the Department of Psychiatry, also spoke at the launch event. "The Recovery Research Institute is a spectacular example of what happens when smart and talented people get together to do the right thing," said Rosenbaum. "I couldn't be more proud of John and the leaders of our addiction team. They have realized what was once just a vision."

For more information about RRI, visit *recoveryanswers.org.* ■

SEEKING AND SHARING ANSWERS: Kelly, left, with Botticel

A new home for MGH Broadway Primary Care office

THE MGH BROADWAY PRIMARY CARE OFFICE in Revere celebrated its relocation from 300 Broadway to a larger site at 385 Broadway with a ribbon-cutting ceremony on Oct. 30.

Antonio Granfone, MD, medical director of MGH Broadway Primary Care, welcomed guests including Mayor Dan Rizzo; Sally Iles, associate vice president for Medicine and Primary Care Services; Brit Nicholson, MD, MGH senior vice president and chief medical officer; and Eric Weil, MD, MGPO associate medical director for Primary Care, who also is a physician at the Revere HealthCare Center.

Granfone spoke about the importance of looking at the past when developing a vision for the future and stressed the historic and global significance of the MGH as an institution dedicated to patient care, education and research.

"As we celebrate our new office we should not forget that the patients do not come to see the space, they come to see us," said Granfone. "And they will continue to come see us as long as we provide the high quality of care to which they have become accustomed. This space will make the overall patient experience better, especially with the exceptional care our cohesive team provides."

WELCOME HOME: MGH Broadway Primary Care staff, from left, Kerri Pagliuca, nurse manager; Philip Daly, MD; Granfone; Lucia Marano, practice manager and Stephanie Vassallo, secretary

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Call Center R.N.'s 2013
100 Years of Nursing
KEEP CALM AND CARRY ON

MGH nurses: Simply the best

100 YEARS OF NURSING: From left, Patricia Livingstone, Kathleen Damian and Laura Neville, all registered nurses in the Call Center at the MGH Cancer Center, are celebrating a milestone. The three have 100 years of combined nursing experience. Livingstone says they all feel blessed to be working in the Call Center because they are able to apply the many skills – such as critical care, surgical, ambulatory care and oncology – they have learned throughout their careers.

— *Miracle*

(Continued from page 1)

REUNITED: From left, Calderone, Bravo Sosa, Stephen Joyner and Dawn Joyner holding Wyatt.

Labor and Delivery and continued to experience the same symptoms. Carrie Coleman, MD, of the Vincent Department of Obstetrics and Gynecology, observed only one heartbeat on the fetal monitor, says Joyner. "Dr. Coleman said that it was not the baby's heartbeat. It was mine."

Joyner's uterus had spontaneously ruptured, and she was bleeding internally. Over the next several hours, the team worked tirelessly to stabilize her, and Coleman performed an emergency cesarean section.

"We read the reports. For two minutes Wyatt was unresponsive, not breathing, no heartbeat ... they brought him back to life," says Stephen Joyner, the baby's father.

Nine months later, the NICU team who cared for Wyatt during his week at the MGH*f*C was thrilled to see him again. "I remember him little and sick; it's amazing to see him healthy and active," says Sarah Calderone, RN. "It just gives you a chill all over."

Adds Karen Bravo Sosa, RN, "It's not all the time we get to see what happens afterward. It's hard to forget a story like this where everything seems to fall into place."

The Joyner's journey has come full circle. This week they traveled to Myrtle Beach again. This time with a healthy, bouncy baby boy in their laps – a boy who is thriving.

Visit the MGH*f*C YouTube page to view a video of this story ■

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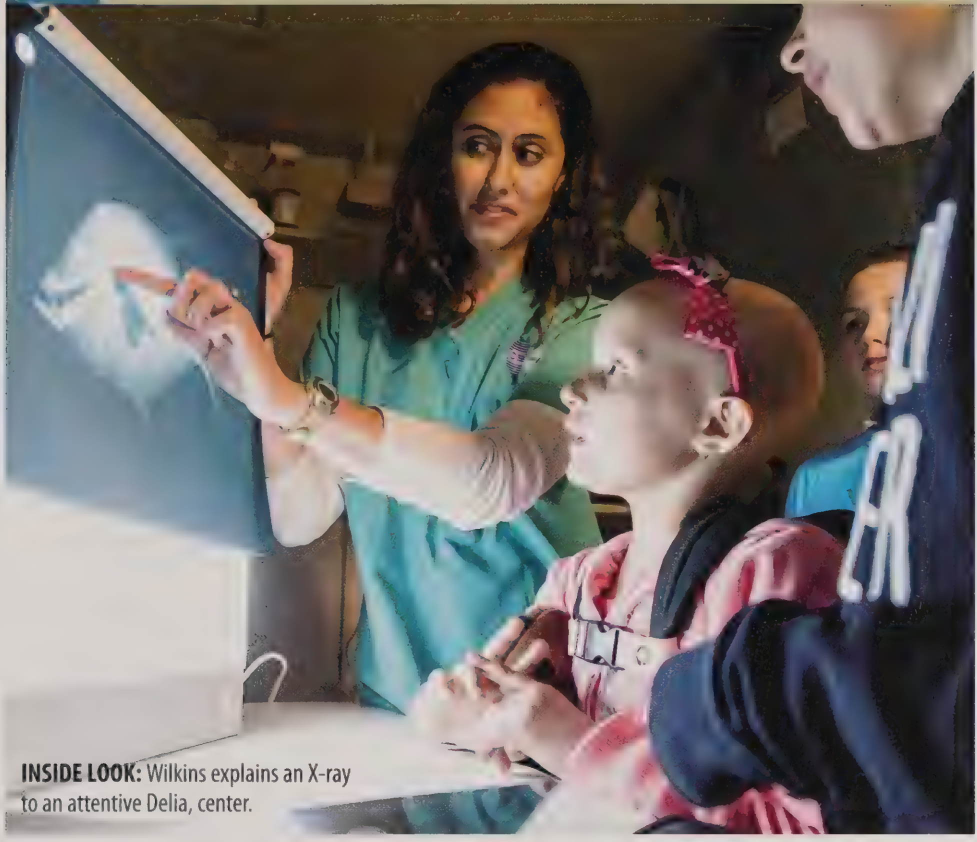

INSIDE LOOK: Wilkins explains an X-ray to an attentive Delia, center.

SEA therapy

MASSGENERAL HOSPITAL *FOR* CHILDREN (MGH*f*C) patients Delia Binette, 6, and Tyson LeBlanc, 7, stare transfixed at the glowing image that lights up the little room. Despite their age, both are familiar with X-ray machines and hospitals. But this X-ray is special – it shows the inside of a lookdown fish.

"How do you X-ray them without water?" asks Morgan, Delia's 10-year-old sister.

"We put them to sleep with anesthesia first and then X-ray them quickly so that they don't take a breath without water," says Tina Wilkins, a biologist at the New England Aquarium.

On Nov. 7, Wilkins led Delia, Tyson and their families on a special after-hours tour of the New England Aquarium as part of the Sea Exploration and Adventure Star (SEA Star) program. Wilkins and her co-worker Eric Payne

(Continued on page 4)

MGH team deploys to provide expertise, care in Philippines

A GROUP OF SEVEN MGH staff members – four nurses, two physicians and a pharmacist – are now in the Philippines to support the recovery efforts following one of the largest typhoons on record. On Nov. 17, the group was deployed to Cebu, Central Visayas, with the International Medical Corps (IMC), and they are expected to return to Boston on Dec. 8.

"Since arriving in the Philippines, the IMC team has been providing support and medical care to some of the thousands of people whose lives have been ravaged by one of the largest typhoons on record," says Hilarie Cranmer, MD, MPH, director of Global Disaster Response in the MGH Center for Global Health. "We are truly honored to have the opportunity to serve those whose lives have been disrupted and ravaged by a powerful natural disaster."

The MGH team is made up of Miriam Aschkenasy, MD, MPH, deputy director, Global Disaster Response, MGH Center for Global Health; Curtis Audin, RN, of Emergency Services; Carmela Berlin, RPh, of Pharmacy; Roberto Caganda, MD, of Chelsea Urgent Care; Nick Merry, RN, of the PACU; Jacquelyn Nally, RN, of Emergency Preparedness; and Sheila Preece, RN, NP, of the Trauma Service.

Typhoon Haiyan hit the region on Nov. 7, bringing 196 mph winds and causing catastrophic destruction – affecting nearly 13 million people across nine regions. The death toll is currently estimated at 4,000 and it continues to rise.

"The MGH's founding principle, 'When in distress, every man becomes our neighbor,' is just as relevant today as it was in 1810 – our neighborhood has just gotten a bit bigger," says David Bangsberg, MD, MPH, director of the Center for Global Health. "It is incredibly gratifying to see the MGH community rally around this important mission."

For more information, visit *http://massgeneralcenterforglobalhealth.org/.*

HELPING HANDS: Merry listens to a resident in the Philippines.

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Chief of Otolaryngology for MEEI, MGH named

FOLLOWING A YEAR-LONG, NATIONAL SEARCH, D. Bradley Welling, MD, PhD, FACS, has been named the next chief of Otolaryngology for the Massachusetts Eye and Ear Infirmary (MEEI) and the MGH. Welling will succeed Joseph B. Nadol Jr., MD, who is stepping down as chair and chief to focus more intensely on research. The appointment will become effective March 1, 2014.

"It is a tremendous honor for me to join this great department this coming spring. I have been so impressed with the dedication, talent and passion to improve patients' lives and to bring forward knowledge which will bless many more," says Welling, who also will serve as chairman of Otology and Laryngology and the Walter Augustus LeCompte Professor of Otology and Laryngology at Harvard Medical School. "The commitment to educating the next generation is inspiring. I consider myself most fortunate to soon be surrounded by such energy and ability."

WELLING

Welling is currently department chairman at The Ohio State University Eye and Ear Institute, where he has served in multiple capacities since 1989. He was appointed professor of Speech and Hearing and professor of Otolaryngology in 2000 and took over leadership of the department in 2005. He earned his bachelor of arts and his doctor of medicine at the University of Utah in Salt Lake City, before completing his residency in Otolaryngology-Head and Neck Surgery at the University of Iowa and a fellowship in Otology, Neurotology and Skull Base Surgery at the Ear Foundation in Nashville, Tennessee. Welling also has a doctorate in pathobiology from The Ohio State University.

Welling currently serves as a member of the Residency Review Committee for the Accreditation Council on Graduate Medical Education. He is a director of the American Board of Otolaryngology and is president-elect of the American Otologic Society. Welling's research involves basic and translational studies on Neurofibromatosis type 2-associated tumors for which he was awarded the Edmund Prince Fowler Award by the Triological Society.

"Without question, Dr. Welling is an exemplary leader and worthy successor to Dr. Nadol, who has ably led the department through unprecedented growth for 28 years," said John Fernandez, MEEI president and CEO. "We are delighted that these two leaders will have time for a thoughtful and thorough transition. We offer deep appreciation to the 16 members of the HMS Search Committee, chaired by Joan W. Miller, MD, chief of the Department of Ophthalmology, as well as faculty and staff for all of their advice and help during this process."

EXTRAORDINARY: Patient Care Services award recipients recognized at the "One Celebration of Many Stars" ceremony

One celebration, many stars

IT WAS STANDING ROOM ONLY in the O'Keeffe Auditorium Nov. 12 as Patient Care Service (PCS) presented awards to 13 recipients at the "One Celebration of Many Stars" ceremony.

"I empower the patients and families I work with by listening to their stories, normalizing their experiences, and collaborating to problem-solve and improve their coping. I collaborate with my colleagues and endeavor to be a dependable teammate," said Caitlin Laidlaw, LICSW, of Social Services, who received the Brian M. McEachern Extraordinary Care Award.

More than 100 PCS employees were nominated for the seven annual awards, which were created in memory of grateful patients and exemplary employees. The awards recognize excellenc in a range of areas, including clinical support services, leadership, teamwork and mentorship.

"Reading the nomination portfolios, I see empathy, joy, skill, advocacy, courage, collaboration and compassion," said Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. "Every year I am impressed by the nominees, but this year I am particularly impressed by the number and quality."

Jesse Mackinnon, RN, a staff nurse in Oncology, said he was honored and humbled to receive the Norman Knight Preceptor of Distinction Award. "I was nominated by one of my students, but I feel more proud of them than they are of me."

The attendees also celebrated another significant milestone, as Jessica Kensky Downes, RN, staff nurse in Hematology and Oncology, stepped forward to accept a Marie C. Petrilli Oncology Nursing Award. This was her first public appearance at the MGH since the Boston Marathon bombings, during which both she and her husband were seriously injured.

"The event was indeed a celebration of many stars," said Ives Erickson. ■

Anthony Kirvilaitis Jr. Partnership in Caring Award
Cynthia Goodwin, Blood Transfusion Service
Gabriela Montecinos, General Medicine

Norman Knight Clinical Support Excellence Award
Elizabeth Caraballo, Occupational Therapy

Brian M. McEachern Extraordinary Care Award
Caitlin Laidlaw, LICSW, Social Services

Jean M. Nardini, RN, Nurse of Distinction Award
Michael Tady, RN, Medical Intensive Care Unit

Norman Knight Preceptor of Distinction Award
Jesse Mackinnon, RN, Oncology

Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award
John Pierre Kearns, MDiv, Chaplaincy
Julie Macpherson-Clements, RRT, Respiratory Therapy
Alexa O'Toole, RN, Newborn Nursery Unit
Pamela Tobichuk, RN, Case Management

Marie C. Petrilli Oncology Nursing Award
Jessica Berry, RN, Oncology
Lisa Doyle, RN, Gynecology and Oncology
Jessica Kensky Downes, RN, Hematology and Oncology

How the Affordable Care Act affects the MGH

NEW OPTIONS for health insurance through the recently rolled out federal Affordable Care Act have created challenges for Massachusetts hospitals. Medicaid is expanding, and Commonwealth Care and Commonwealth Choice are being eliminated and replaced with an entirely new continuum of insurance options.

"We have already been through a version of health care reform, whereas most states have not," says Joseph Ianelli, associate director, MGH Admitting. "We are used to following state regulations, but now we have to take federal regulations into account."

Effective Jan. 1, 2014, the new federal health care reform law requires states to participate in health care exchanges through which individuals can shop for health insurance. Even in Massachusetts, which already had a health insurance program in place prior to the federal rollout, some residents must apply to sign up for a state health insurance plan.

"What's making it really complex for us as a hospital and all Massachusetts hospitals is that we are not going to be contracting with the same insurance providers we contract with now. We are consolidating insurance options and helping patients understand their options, should they want their care plans to remain at MGH. So there are a lot of different moving parts," said Ianelli.

Admitting staff faces another set of challenges. For years, the hospital used "The Virtual Gateway" to fill out online applications to help patients apply for state benefits but the new portal currently is not available and the state website, *mahealthconnector.org* is fraught with many of the same complications as the government's fledgling *healthcare.gov site.*

"Eventually we will have an assister portal where we will be able to submit applications on behalf of the patient," says Kaylin Fogarty, outpatient supervisor in Patient Financial Services. We were supposed to have access Dec. 15, and they've pushed that back with a date to be announced."

Patients who do not have insurance can apply on their own, through the consumer portal, but so far, there have been a limited number of successful applications. Fogarty says the website is often slow or returns errors. "There is a 38-page paper application or they can apply over the phone with Health Connector customer service representatives but wait times are long and the representatives are using the same consumer portal with the same issues."

The state has extended Commonwealth Care coverage until March 31 to give residents the full six months of open enrollment to change plans, but that extension adds a new set of issues for the hospital.

"The state did a really good thing," says Ianelli. "The complexity for us is that we built a contracting strategy around these public payers for a go-live date of 2014, meaning we have consolidated what we are going to accept. We are supposed to switch patients now, and we can't. Everything has been delayed."

Katie Johnson, senior manager of Financial Services in Admitting, says they are doing their best to deal with patients on a case-by-case basis. "If someone doesn't have insurance, we use the current Gateway for immediate coverage and fill out the paper application for future coverage. We have to stop and think – what are the regulations now and what will they be in January?" says Johnson.

KNOWLEDGE EXPERTS: Fogarty, Ianelli, and Johnson

Both Fogarty and Johnson are optimistic that the Health Connector will be a good system once it is working. For now, it is a juggling act.

"There have been some bumps in the road," says Fogarty. "But we're hoping to be successful, and we want all of our patients who have health insurance today to have health insurance next year. That is our goal."

For more information, contact Patient Services at 617-726-2171. ■

Bidding adieu to the Blue Card

THE MGH BLUE CARD has long been recognized as a critical component of the hospital's registration and admitting process. For decades, the card was as essential to a patient as a passport is to a world traveler.

"When a patient would call to schedule an appointment, the first question asked was, 'May I have your blue card number?' says Nancy Connery, director of MGH Admitting and Registration Services. "It was like the American Express card – 'Don't leave home without it.'"

The Blue Card was once a means to access information such as insurance coverage, primary care physician and even a patient's address. However, due to privacy regulations and increasing costs, the Business Services Team in Admitting and Registration Services has been working to phase the card out. On Oct. 1 – with very little fanfare but a lot of behind-the-scenes planning – production of the once beloved Blue Card ended.

"Patients felt like it was their identity, and staff felt uneasy about taking it away," says Andrea Crowley, senior manager of the Business Services Team. "Now felt like the perfect time to phase it out. The Partners eCare project already has staff in a 'change' mindset, so a plastic embossed card seems like ancient history."

Adds Connery, "The information on the cards was not always accurate, and at times the cards seemed contradictory to our patient-friendly service, as patients were sometimes redirected to registration just to obtain a card. Now the hospital is saving money, and even more importantly, patient feedback has been very positive."

So what happens to the remaining few unused Blue Cards? Crowley's office is putting them to use in a humorous and creative way. "We've made flip-flop necklaces, earrings, an action figure and even a video ... the possibilities are endless."

GOODBYE BLUES: Crowley shows off the Blue Card creations.

Change in *Hotline* schedule

MGH Hotline will not publish Nov. 29 because of the Thanksgiving Day holiday. The regular publication schedule will resume Dec. 6.

Submit news tips and story ideas to *MGH Hotline*

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— *SEA therapy*

(Continued from page 1)

launched SEA Star in 2012 to provide a small group of pediatric patients and their families with two-hour behind-the-scenes tours of the aquarium. Wilkins' husband, Stephen, a cardiac anesthesia fellow at the MGH, introduced her to Child Life Specialist Melissa Tecci, who helped tailor the program to MGH*f*C patients. Now, every other month, two or three patients are selected to visit the aquarium, which includes a stop in the Animal Medical Area to show the parallels between their treatment and the ones the animals receive.

"I think it's really important for them to see the medical area and understand that the animals get sick too. They're not the only ones in the world that aren't feeling well," Wilkins says. "It's good for them to see how we treat the animals and how we make them feel better."

During the tour, Tyson sticks close to his 10-year-old brother PJ – until aquarists Sean Marden and Monika Schmuck ask him to help feed needlefish in the Giant Ocean Tank. "It's awesome to see the happiness and joy not just in my kids but the other family as well," says Tara LeBlanc, Tyson's mom.

Kristine Binette, Delia's mom, smiles throughout the tour. "Delia's had a really tough week, but this has meant a lot to her. She's been saying that she's having the best time. I don't remember the last time she said those words."

Along with the Animal Medical Center, the tour includes stops in the New Balance Foundation Marine Mammal Center, Blue Planet Action Center, Giant Ocean Tank, Yawkey Coral Reef Center, and Trust Family Foundation Shark and Ray Touch Tank – where aquarium employees and their animal charges have in-depth educational interactions with the families. Aquarium employees involved volunteer their time to staff the stops on the tour.

"I love that the aquarium gives us the opportunity to offer this experience to them," Tecci says, while watching Delia introduce Wally, her stuffed sea lion, to Cordova, the aquarium's Alaskan Northern fur seal. "After seeing the kids go through so much in the hospital, to see them here enjoying everything and just having a good time with their families is priceless." ■

Red Sox pride

TROPHY TOUR: MassGeneral Hospital *for* Children patient Olivia Walker, 6, gets a close-up look at the World Series trophy, won by the Boston Red Sox last month. MGH staff and patients were able to have their photo taken with the championship trophy during its stop at the hospital on Nov. 19.

Random caps of kindness

MORE THAN 100 HANDMADE HATS provide a warm welcome in the lobby of the Maxwell V. Blum Cancer Resource Room. Hand-knit by 16 CT technologists in the MGH Department of Radiology, the colorful creations are a gift for those who have lost their hair because of chemotherapy.

The knitting began as a fun project outside of work, a Facebook group created to learn about knitting, to share ideas and lend advice. Last winter the group decided it was time to apply their honed skills and fine-tuned craft toward something meaningful.

"Not a day went by that someone didn't say, 'I left a hat for you,'" says Cheryl Carlson, who led the knitting group and collected the hats. "I feel honored and proud to be a part of this wonderful group of artists. When we started, I expected only 50 hats to be made. The generosity of spirit of these ladies is amazing."

The CT technologists see many patients in varying stages of diagnosis and treatment for different types of cancer. They also have first-hand knowledge – some as survivors themselves, and others with family members who have cancer. The group browsed through many hat patterns, and when they did not find what they wanted, some designed their own. The result was 138 hand-knit hats, all donated to the MGH Cancer Center on Oct. 28.

"It is incredibly meaningful that somebody cared enough to knit and donate for a patient's benefit," says Anne Sunshine, LICSW, of the Blum Cancer Resource Room. "To be able to go over to that shelf and choose a hat that is unique and special makes people so happy."

Carlson says the knitters don't expect praise or crave recognition. "They just hope that one day they will see someone wearing one of their hats." ■

12.06.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH showcases hypertension exhibit at Museum of Science

HIGH BLOOD PRESSURE, or hypertension, affects more than 30 million Americans annually and is a major risk factor for stroke and heart disease. To help promote awareness, physicians in the Institute for Heart, Vascular and Stroke Care have now teamed with the Museum of Science in Boston to help educate the thousands of visitors who pass through the museum doors on a daily basis about the disease and possible treatment options.

"This is such an important issue," says Randall Zusman, MD, director of the MGH Division of Hypertension. "Ninety percent of people over the age of 55 will develop hypertension, so this is an extremely timely and significant topic. We are thrilled to be a part of such an exciting exhibit focused on new and exciting treatments and research opportunities in the Boston area."

The museum's new 10,000-square-foot permanent "Hall of Human Life" exhibit opened Nov. 16. Along with the MGH display, it provides a number of interactive components designed to highlight breakthroughs in biology and biotechnology. Zusman says the hypertension section features a model artery that simulates blood pressure, a detailed look inside a blood vessel and personal video accounts from two MGH patients being treated for hypertension.

Hypertension
Personal
Experiences with

HANDLING THE PRESSURE:
The MGH hypertension exhibit

After being diagnosed with hypertension more than a decade ago, John Glessner has used a combination of medications, exercise and healthy eating habits to keep his high blood pressure under control. The 83-year-old says he hopes sharing his story as part of the exhibit helps others recognize early warning signs and the importance of having regular checkups.

(Continued on page 3)

HALLOWEEN DREAM TEAM:
The Wellen family

Always on duty

RESPONDING QUICKLY to life and death situations is a part of daily life as a nurse at the MGH. However, saving lives is sometimes as simple as being in the right place at the right time. This holiday season, two individuals will be able to celebrate because of the courageous efforts of two nurses.

From trick-or-treater to lifesaver

"You definitely go into autopilot. Your training takes over and in the back of your mind you are thinking, 'I am a trauma nurse at the MGH. I need a defibrillator and I need it now,'" says Lisa Marie Wellen, RN, MGH Emergency Services.

Every Halloween, it is tradition for Wellen, her husband and their three children to dress up and trick or treat in the busy downtown section of South Boston. "At 5:30, the place is packed with little kids and police are at each intersection directing traffic," says Wellen.

This year, while waiting to cross a street, Wellen and her husband watched a car slam into a city bus and then hit a telephone pole. "A man had a heart attack right before our eyes," she says. "My husband, who is an EMT, ran over first and I followed. He started compressions while I opened up his airway."

The fire department arrived before the paramedics, and Wellen, still in her Halloween costume, used a defibrillator to restart the heart of the 61-year-old. By the time paramedics arrived, the man was awake with a pulse.

"It was pretty scary to think about what might have happened," says Wellen. "This was an intersection full of kids. He lived just two blocks from the accident; if he had made it home, he may have been alone."

Wellen later learned that the patient was transported to another Boston-area hospital with a 100 percent occlusion of the main artery to his heart. In a recent phone call with Wellen, he expressed his gratitude and said that, without her help, the outcome likely would have been much different. "We do CPR on people every day, but it doesn't always work," she says. "It was wonderful to hear that he was doing OK."

(Continued on page 4)

IN MEMORIAM

George B. Murray, SJ, MD

GEORGE B. MURRAY, SJ, MD, who worked in the MGH Department of Psychiatry for nearly 40 years, died Nov. 18 at the age of 82. Murray is remembered by his colleagues as not only a gifted diagnostician but also an extraordinary teacher who left an indelible mark on the minds of more than 100 consultation psychiatry fellows.

"He delighted in the close mentorship he established with his trainees, although he never liked to show it," says Greg Fricchione, MD, director of the Benson-Henry Institute for Mind Body Medicine at the MGH. "'I am the kind of guy who can only show positive affection in its negative expression,' he often explained with a nod. And all of his former fellows would go to great lengths to receive Dr. Murray's special brand of approval."

Murray was born in Minneapolis, Minn., in 1931. In 1953, he entered the Society of Jesus, a Roman Catholic religious order commonly known as the Jesuits, and was ordained a Catholic priest in 1965. Later, Murray attended John Carroll University. As a Jesuit, he received an undergraduate degree from Xavier University, followed by master's degrees in philosophy and biology from St. Louis University, and a master's in neurophysiology from the University of Montreal. He received his medical degree from Creighton University in 1972.

A year later, Murray joined the MGH as a resident. He served as chief resident of the Psychiatric Consultation Service before becoming director of the Psychosomatic Medicine Fellowship in 1978, where he worked until his 2011 retirement.

"MGH Psychiatry has lost a part of its modern history, the passing of an iconic member of our department whose presence for decades helped define who we are," says Jerrold Rosenbaum, MD, chief of psychiatry. "George was in many ways, literally and figuratively, larger than life. He was a football player, a Jesuit, a jazz drummer, a neuroscientist, but foremost a consultation-liaison psychiatrist and a creator of consultation-liaison psychiatrists who all point to George's teaching and training as the signature training experience of their careers."

Funeral services have been held.

George R. Prout, MD

GEORGE R. PROUT, MD, chief of Urology at the MGH from 1969 to 1989, died on Nov. 12 at the age of 89. Born in Boston on July 23, 1924, Prout was a graduate of Union College and Albany Medical School, where he received his medical degree in 1947. He completed his urologic training at Cornell-New York Hospital and at Memorial Sloan-Kettering Cancer Center, and was chief of Urology at Miami University Medical Center and University of Virginia Medical Center before being recruited to the MGH.

Prout created the foundation for the current urology residency training program by incorporating designated research time into the curriculum and having each resident serve for six months as chief resident. He also developed the first MGH urology basic research laboratory in the areas of prostate and bladder cancer, leading to a better understanding of cellular growth and control.

"Dr. Prout's legacy to our residents continues in the way in which he set up the training program," says Niall Heney, MD, of the MGH Department of Urology. "In addition, his contributions to the study and management of bladder cancer through national collaborative studies endure to this day. He knew that one man can't do it all; so he brought together physicians in a collegial collaboration, on a national level, to try to understand bladder cancer and help the care of patients."

Through the NCI-funded National Bladder Cancer Project, Prout expanded translational research by leading teams in the organized, structured study of superficial, invasive and metastatic bladder cancer through carefully developed protocols.

"Dr. Prout brought rigorous scientific methods to academic pursuits in Urology and adhered to those principles despite considerable resistance both locally and nationally," says Stephen Dretler, MD, emeritus director of the MGH Kidney Stone Center.

Prout will be long remembered as a feisty, energetic, and competitive scholar, teacher, scientist, clinician, sailor and lover of nature and dogs. He is survived by his wife, Loa; children, George R. Prout III and Elizabeth Prout Lefler, and three grandchildren. Funeral services have been held.

Pathology scholarship creates career advancement opportunities

LEARNING WAS A PASSION for Ann Bitzer, a longtime MGH staff member. "She instilled the idea that no matter where you are or what you are doing, you are going to learn new skills," says Donna MacMillan, director of operations for the MGH Pathology Service. "It was an expectation of herself – and others."

In her nearly 40 years at the MGH, and in every position she served in the Pathology service – medical technologist, supervisor, technical director, and as associate director for operations and head of laboratory support services – Bitzer was committed to career development. "She believed it was her responsibility to keep her organization moving forward," says MacMillan.

When Bitzer died in 2011 at the age of 63, MacMillan says Bitzers's husband, Dexter Newcomb, looked for ways to honor her memory. "He felt that a scholarship would reflect her core principles."

This October, through a generous contribution from Newcomb, the department announced the creation of the Ann Bitzer Endowed Scholarship Program. The program provides training and educational scholarship funds to non-managerial Pathology employees who wish to advance their careers.

"It could be someone looking to take course work, to attend a conference or to obtain a certification," says William Hynes, executive director of the MGH Pathology Service. "The scholarship provides an opportunity for something that may be out of reach."

For more information about the Ann Bitzer Scholarship Program, visit *http://intranet.massgeneral.org/pathology2012.*

'Inspiring employees through change'

"CHANGE IS EVERYWHERE – leading change is an absolutely essential skill." With those words, Elizabeth Mort, MD, MPH, senior vice president of Quality and Safety and chief quality officer, kicked off the sixth annual Women in Leadership event, held Nov. 14 at the Wyndham Boston Hotel at Beacon Hill.

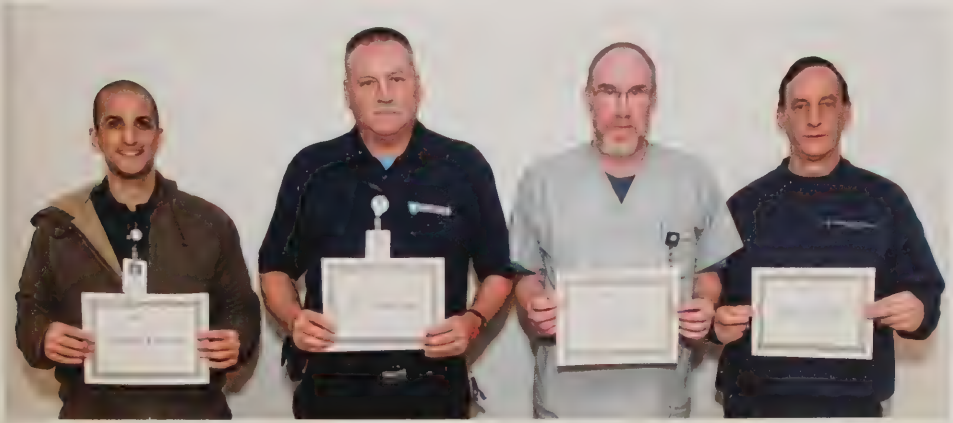
Some 200 attendees turned out to hear four MGH senior leaders share their experiences related to the night's theme, "Inspiring Employees Through Change," an event moderated by Mort. Panelists were Sally Mason Boemer, MHA, senior vice president of Finance; Alexandra Kimball, MD, MPH, vice chair of Dermatology and senior vice president of Practice Improvement for the MGPO; Bonnie Michelman, CCP, CHPA, director of Police and Security and Outside Services; and Ann L. Prestipino, MPH, senior vice president for Surgical, Anesthesia, Emergency Services and Clinical Business Development.

LEADERS ALL: From left, Mort, Prestipino, Mason Boemer, Kimball and Michelman

"I encourage all of you to ask questions and become involved," Prestipino said. "Getting involved in a committee or group you are interested in really is a wonderful way to grow and develop. There are so many ways to enrich your professional career here, and you should take advantage of all that the MGH has to offer."

How to balance work and home life, how to inspire others, and how to seek – as well as accept – help from others were additional topics touched upon during the 90-minute presentation. "Instead of looking at change as being a burden, I love that the MGH sees change as a chance to be innovative," Kimball said. "Here, when we encounter challenges and obstacles, we say, 'Bring it on.'"

The annual event was hosted by the Women in Leadership Committee, a volunteer group of MGH managers focused on professional development of women at the MGH. For more information, email *womeninleadership@partners.org.* ■



THE SEASON FOR GIVING: The MGH Blood Donor Center celebrated its top employee donors during an appreciation breakfast Dec. 2 in the Thier Conference Room. This year's top whole blood donors are, from left, Joseph Perrone, William Stilwell and Stephen Bradley, along with top platelet donor James Corbett. Not pictured is Justin Eusebio.

— Hypertension exhibit

(Continued from page 1)

"My hope is that people see that by listening to the sage advice of a doctor like Dr. Zusman, following a medication regime and an exercise routine, and by keeping their weight down, they will vastly reduce their risks," Glessner says. "As long as they follow a plan – and they've got to stick with it – they will benefit considerably. A lot of this comes with consulting with a doctor and not being so reticent with admitting that they don't feel well. My treatment certainly doesn't affect my lifestyle adversely."

Peter Fiedler, 61, also is featured in the exhibit. Twenty-five years ago, following a routine blood pressure check, Fiedler was diagnosed with borderline hypertension. Despite being in his mid-30s, he was placed on an early interventional protocol due to his family history of heart disease. "I really have had no negative impact," Fiedler says. "I see Dr. Zusman regularly, and I'm fortunate that I haven't had any other health issues. I feel like I'm in wonderful hands."

WONDERFUL HANDS: Members of the hypertension research team are, front row, from left, Keith Marple, Moussa Mansour, MD, Sharon McKenna, RN, Kenneth Rosenfield, MD; back row, Joseph Garasic, MD, Michael Jaff, MD, Zusman, and Suvranu Ganguli, MD.

The hypertension exhibit also showcases research currently underway at the MGH, including treatment of resistant hypertension with renal denervation, which uses radiofrequency pulses to disrupt kidney nerve connections, a procedure that can result in lowered blood pressure.

"I think it's really important that people not be afraid of the diagnosis of high blood pressure – it's not a death sentence," Fiedler says. "Early intervention and care along with lifestyle modifications can make a world of difference. The exhibit is a fascinating presentation and a compelling opportunity to look at overall health and the human body."

For more information about hypertension treatments at the MGH, call 617-726-1335.

12.06.13

MGH HOTLINE

Announcements available online
To read this week's
"What's Happening"
items, visit
http://intranet.massgeneral.org

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CELEBRATING A SAVE: Pike, center, with Prentice and his granddaughter at the awards ceremony

— Always on duty

(Continued from page 1)

A miraculous rescue on a morning run

On an early morning in July, Amanda Pike, RN, MGH Hematology/Oncology Unit, stepped out for a jog on Bedford's rail-trail. What began as a quiet, relaxing run became a fight to save a life.

"I saw a man facedown in a path and a baby carriage knocked over," she says. "The baby – his granddaughter – was crying but, thankfully, was safe. The man was unresponsive."

Pike immediately called 911 while another jogger helped her turn the man over. "I could see his color wasn't right, and I couldn't find a pulse," she says.

As Pike performed CPR, 65-year-old Bob Prentice's color improved, and his breathing became more regular. However, it wasn't until first responders arrived and used a defibrillator that his heart began to beat again.

"He has full function now," says Pike. "He is walking, talking, and living life to the fullest. He's so grateful for his granddaughter's safety – and is just very, very appreciative.

Last month, at The Metropolitan Boston Emergency Medical Services Council Annual Region IV Awards Dinner, Prentice and his family presented Pike with an award for her actions and poise under pressure on the morning of July 25.

"It's what we are trained to do," says Pike. "This is my job. Just because it happened outside the hospital, it is no different." ■

Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care Services and chief nurse, received the Distinguished Health Care Professional Award from Northeastern University Bouvé College of Health Sciences. Ives Erickson was honored as an extraordinary leader of one of Boston's most prominent hospitals and for her steadfast efforts championing the nursing profession. The award was presented earlier this month during the School of Nursing's 50th anniversary celebration.

SENDING SUPPORT: From left, Todd Holzman, MD, Melissa Fantasia, RN, Paul Holzer, Peggy Kimball, RN, Arme Gallanaro, RN, and Jenna Stormo Dobling, CRNA.

Another MGH team travels to Philippines

A TEAM OF SIX MGH STAFF MEMBERS arrived in the Philippines earlier this week and will be based at a hospital in Tapaz, a city on the island of Panay. They will focus on primary care and reproductive health while deployed with Project Hope. The team left the U.S. on Nov. 30 and is scheduled to return Dec. 20. This is the second MGH team to be deployed to the Philippines to support recovery efforts following one of the largest typhoons on record. On Nov. 17, seven staff members traveled to Cebu, Central Visayas, with the International Medical Corps. They are expected to return to Boston Dec. 8.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Disparities forum celebrates successes, honors mayor

COLLABORATION: From left, Betancourt, Menino, Quinlan and Slavin

ONE DECADE AGO, Boston Mayor Thomas M. Menino called upon the city's teaching hospitals to join him and the Boston Public Health Commission to eliminate inequities in health and health care. The MGH joined in that citywide effort and created the MGH Committee on Racial and Ethnic Disparities to identify and address disparities at the hospital. On Dec. 5, the committee marked its 10-year anniversary with a special event in the O'Keeffe Auditorium, which also honored Menino for his service and support.

"Mayor Menino believes in taking care of people before they are in distress and has taught that lesson to all of us," said Peter L. Slavin, MD, MGH president, in his welcoming address.

Menino's groundbreaking efforts to analyze and address the problem of racial and ethnic disparities in the city have constituted a major initiative of his administration. As a result, Boston was the first city in the nation to produce a report detailing the problem locally and to develop a comprehensive blueprint to outline potential solutions. The mayor helped harness the energy of all of Boston's teaching hospitals including the MGH – now at the forefront of best practices health care facilities can use to improve care to minority communities.

"It's not about me, folks. It's about you folks," said Menino. "I just want to say thank you for what you've done. Because of you, a lot of people now have the health care they need."

The event included a retrospective of Disparities Committee initiatives and accomplishments. Featured speakers were Joseph Betancourt, MD, MPH, director of the MGH Disparities Solutions Center and co-chair of the MGH Committee on Racial and Ethnic Disparities; Elizabeth Mort, MD, MPH, senior vice president of Quality and Safety and chief quality officer; Joan Quinlan, MPA, executive director of the MGH Center for Community Health Improvement; Arlene Kelleher, RN, Pediatric ICU nursing director; Shannon Lundin, community outreach coordinator from the Charlestown Substance Abuse Coalition; and Lee Jeanty, an MGH Bicentennial Scholar.

"Boston is the envy of nearly every city," said Betancourt. "We are grateful to the mayor for being a catalyst for change." ■

Healing Haiti

IT WOULD BE one of the first steps toward healing, Ernst Montoban says, if a security officer posted at the entrance of Haiti's newest hospital greeted patients with a smile and patient, reassuring words.

"We need to start transitioning people's minds and introduce a new culture to the area," says Montoban, head of security for Zanmi Lasante, a sister organization of Partners In Health, the Boston-based organization committed to improving the health of those in need. "It may be a slow transition as we get everybody on the same page – but people have a willingness and a desire to learn. We want eventually to get to a place where there is respect, and we are looked upon like the security team here at the MGH is."

(Continued on page 2)

ON THE SAME PAGE: From left, Michelman, Montoban, Roy and John Driscoll, assistant director of Police and Security

Jay Austen named inaugural MGH Trustees Chair in Plastic Surgery

COLLEAGUES, FRIENDS AND FAMILY gathered Nov. 5 in the Sweet Room to celebrate the designation of W.G. (Jay) Austen Jr., MD, chief of Plastic and Reconstructive Surgery, as the first MGH Trustees Chair in Plastic Surgery.

"Jay is so deserving of this honor," says Keith D. Lillemoe, MD, chief of the Department of Surgery. "He has been a great teacher and mentor to many residents and is an innovative researcher, clinician and surgeon."

An endowed chair is a mark of distinction recognizing the hospital's most accomplished physicians. The honor is given to those who have exceptional records in research or hospital-based education, and it provides the hospital with the opportunity to recognize and provide support to outstanding physicians. Funding for the inaugural chair was provided by several gifts and through endowment funds.

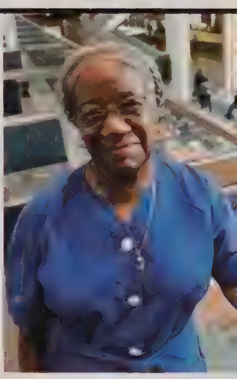
Austen has pioneered of a number of leading-edge techniques at the MGH, including nerve decompression to treat patients with migraines, novel methods in breast reconstruction and innovation in fat grafting. He also has numerous inventions in development that hold promise for patients in need of reconstruction or rejuvenation.

"I am very grateful to receive this honor," Austen says. "I am particularly proud that this chair specifically recognizes plastic surgery at the MGH – which I believe is the greatest division anywhere. It truly acknowledges and supports the significant need for teaching and research in plastic surgery to which our entire division is completely devoted."

MARK OF DISTINCTION: From left, David F. Torchiana, MD, chairman and CEO of the MGPO, Austen and Lillemoe

IN MEMORIAM

Rose Claire Cornely



ROSE CLAIRE CORNELY, who worked for MGH Environmental Services for 34 years, died Nov. 30 at the age of 86. Though slight in stature, Cornely will be remembered for her larger-than-life smile and for the kind words she offered to everyone she encountered.

"She was a sweetheart, and she was a great employee," says Bill Banchiere, director of Environmental Services. "She always had a smile on her face, and everybody just adored her. She was like everybody's grandmother. Every year she worked in our department, she would receive either a perfect attendance award or 'near' perfect attendance recognition."

Cornely, who retired from the MGH in 1993, returned to work part time in 1996. In 2001, when the MGH was named to the AARP's list of top employers for workers over the age of 50, Cornely shared her thoughts about the honor and her long-time commitment to the hospital. "I've been working at the MGH since 1979. I left for two years, but came back part time because I don't like sitting around doing nothing. At 80 years old, I like to do everything for myself. I still cook and clean and do my own shopping, and I like coming to the hospital because of all of the nice people I work with."

Jane Marshall, technical director of the MGH Cardiac Ultrasound Laboratory, says the hospital was like Cornely's second home. "The MGH and her church were very important places to her. She was always so pleasant and positive and always asked about you and your family."

Several other members of the lab shared their thoughts, remembering her as "having a positive spirit and an inspirational work ethic, as a wonderful person and a responsive employee who would do anything to improve service." Marshall says a fond, lasting image of Cornely will be the way she tilted her head and smiled during conversation.

Cornely is survived by her brother, George Vernicier Cornely, and sister, Marie-Marthe Bouchard, both of Haiti, as well as several nieces and nephews.

Funeral services have been held.

— *Healing Haiti*

(Continued from page 1)

In November, Montoban spent 10 days shadowing MGH Police, Security and Outside Services staff members to learn how he can implement similar policies and procedures in the newly constructed L'hopital Universitaire de Mirebalais, a 205,000-square-foot, 300-bed teaching hospital that currently employs 125 officers at the main site and its satellite clinics. Upon his return to Haiti, Montoban plans to begin the first of many training sessions to help educate and advance his staff. "The culture now is one that is very aggressive and we are trying to show people that they can speak through non-verbal confrontations and without weapons. It's been so very helpful to come to the MGH. This information will help us to build a foundation in Haiti. Here at the MGH, when someone sees an officer, they feel safe. And the officers speak to patients like human beings, with full respect."

Harold Roy, of MGH Police and Security, whose extended family lives in Haiti, helped spearhead the project, with the support of department officials. "This really has been the MGH's vision from the very beginning – to serve the poor here and in other communities," Roy says. "This is a wonderful experience and opportunity for us to help Ernst and share our knowledge."

Montoban says that, along with the technical training aspect, he hopes to be able to instill the sense of respect he has seen between the MGH medical staff, security officers, patients and their families. "It is my goal and vision that – 5, 10, 25 years down the road – the reason we are successful is because of the model we are following, the one I learned at the MGH. There is real leadership here, and I am so thankful to have gained this experience."

Bonnie Michelman, director of MGH Police and Security, adds, "This was set up with us as the teachers, but we enjoyed being students as well. The mission of our department is to deliver protective and supportive services to the MGH community in order to provide a welcoming, accessible and safe environment. I am thrilled our staff was able to share their insights on how Ernst can help make this same mission possible in Haiti through his own security staff."

MGHfC expands research efforts with new enterprise in Italy

MASSGENERAL HOSPITAL *FOR* CHILDREN (MGH*f*C) has partnered with the city of Salerno, Italy to establish an international research and education center under the direction of Alessio Fasano, MD, of the Center for Celiac Research and the Mucosal Immunology and Biology Research Center, and Pediatric Gastroenterology and Nutrition at MGH*f*C.

Researchers and staff from MGH*f*C will work with members of the European Biomedical Research Institute of Salerno (EBRIS) – a newly opened research and education center built on the ancient site of Salerno's first medical school – to focus on celiac disease, gluten-related disorders and other autoimmune inflammatory disorders. Research projects include the timing of gluten introduction to infants and the role of inflammation in subgroups of patients with schizophrenia and autism spectrum disorder.

"MGH*f*C now has a physical presence in Europe at the institute," says Fasano. "We also are working closely with two world experts in pediatric nutrition: Ron Kleinman, MD, MGH*f*C physician-in-chief, and Allan Walker, MD, the Conrad Taff Professor of Nutrition and Pediatrics at Harvard Medical School. With the world's spotlight on nutrition and food sustainability, we will be able to contribute to the broad international discussion on nutrition."

The two groups came together – along with other physicians and health care professionals from the U.S., Italy and other European countries – during a symposium in late October. During "Understanding and Treating Inflammation: A Transcultural Approach," these international researchers and clinicians discussed both conventional and integrative approaches to health care, with a major focus on celiac disease and other autoimmune disorders.

"Our partnership with the city of Salerno in this pioneering European research and education initiative aligns perfectly with the mission of the MGH*f*C," says Kleinman. "The translational research and education initiatives we are undertaking at EBRIS allow us to expand our interdisciplinary efforts to a new and very promising arena that will ultimately result in benefits for patients." ■

INTERNATIONAL RESEARCH: Kleinman, left, greets Salerno Mayor Vincenzo De Luca

Leffert lecture explores palliative care options

THE MGH DIVISION OF PALLIATIVE CARE hosted the third annual Robert Leffert, MD, Palliative Care Memorial Lecture Nov. 19. The keynote speaker was Timothy Quill, MD, professor of Medicine and director of the Palliative Care Division at the University of Rochester School of Medicine and Dentistry. The lecture, "Palliative Care Options of Last Resort: Potential Responses to Intractable Suffering," explored the complicated decision-making process that patients, families and providers undergo in the face of a serious illness. A panel – featuring Katrina Armstrong, MD, chief of the Department of Medicine, Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care Services and chief nurse, Jonathan Rosand, MD, director of the Division of Neurocritical Care and Emergency Neurology, and Taylor Thompson, MD, director of Critical Care Translational Research – led a forum exploring the vital role palliative care serves in helping providers and patients navigate these complex decisions.

The lecture is held annually in memory of Leffert, who served as chief of the MGH Department of Rehabilitation Medicine and the MGH Surgical Upper Extremity Rehabilitation Unit. It was created through a generous donation from Leffert's daughter, Lisa Leffert, MD, chief of Obstetric Anesthesia Division, and her husband, Lee Schwamm, MD, vice chair of Neurology. ■

Reducing slips, trips and falls

ALARMED BY the number of reported falls by employees during 2011 and 2012, a committee of MGH managers and employees was formed last summer to discuss ways to make the hospital safer and eliminate preventable slips, trips and falls.

"In each of the last two years, we recorded more than 300 employee falls," says Andrew Gottlieb, NP, director of MGH Occupational Health. "A majority of these falls were preventable and may not have occurred if it weren't for wet floors or misplaced electrical cords. We need to work together as a hospital community to help reduce these hazards."

The committee's work has resulted in several precautionary measures. Umbrella bags are now located inside entrances of the main campus buildings. These bags are meant to prevent wet umbrella water from creating a hazard on hallway floors. In addition, cord covers have been placed in operating rooms to prevent staff from tangling with or tripping on cords as they move around their patients.

The committee has a number of other efforts in the works but preventing slips, trips and falls is everyone's responsibility, says Gottlieb. For that reason, the committee is seeking input from employees to pinpoint ways to further reduce falls in 2014.

Has your team or department taken action to reduce preventable slips, trips and falls? If so, email *MGHStopsFalls@partners.org* and explain what problem was addressed, what action was taken and any evidence that the idea is working. The committee will select the top three submissions and award these individuals and/or teams for their efforts.

12.13.13

MGH HOTLINE

IN GENERAL: AWARDS AND HONORS

Gaurdia Banister, RN, PhD, FAAN, executive director in the Institute for Patient Care, was inducted into the American Academy of Nursing's 2013 Class of Fellows. Banister was among 172 esteemed nurse leaders nationwide selected for this honor – one of the most prestigious recognitions in the nursing field. The academy is composed of more than 2,000 nurse leaders in education, management, practice, policy and research. Selection criteria included evidence of significant contributions to nursing and health care and sponsorship by two current academy fellows. Applicants are reviewed by a panel of elected and appointed fellows, and selection is based, in part, on the extent to which nominees' nursing careers influence the health care delivery system and health policy.

Alasdair Conn, MD, chief emeritus of MGH Emergency Services, received the "Dr. Mark E. Weinstein Award" from the Metropolitan Boston Emergency Medical Services Council (MBEMSC). The award for outstanding service and dedication to Emergency Medical Services (EMS) is given in memory and honor of Weinstein, a Beth Israel Deaconess Medical Center surgeon who served on the MBEMSC Executive Committee and chaired the Medical Services Committee. The award was presented to Conn at the 13th annual Region IV EMS Awards Ceremony Nov. 7.

Andrew L. Warshaw, MD, FACS, MGH surgeon-in-chief emeritus, received the Nobility in Science Award at the National Pancreas Foundation "Bonding for a Cure" event on Nov. 20. Warshaw was recognized and celebrated for his contributions to clinical care and scientific investigations. Several of Warshaw's grateful patients – long-term survivors of pancreatic cancer – attended the event in his honor.

David M. Shahian, MD, vice president of the MGH Center for Quality and Safety, and associate director of the MGH Codman Center for Clinical Effectiveness in Surgery, was elected to The National Quality Forum (NQF) Board of Directors. The board guides NQF on strategic and policy issues and is composed of 31 voting members who represent major stakeholders in America's health care system. Shahian will begin his term Dec. 6 and will serve three years.

John Parrish, MD, executive director of the Center for Integration of Medicine and Innovative Technology (CIMIT), was honored by the Massachusetts Society for Medical Research for his outstanding contributions to biomedical research. Parrish was recognized for his "groundbreaking medical research, his vision of medicine and technology, and his dedication to curing the hidden wounds of war."

Keith Baker, MD, PhD, program director for the Anesthesia Residency program, was awarded the 2014 Parker J. Palmer Courage to Teach Award from the national Accreditation Council for Graduate Medical Education program. The award honors directors who foster innovation and improvement in their residency programs and serve as exemplary role models.

Leonard Bruce Kaban, DMD, MD, chief of MGH Oral and Maxillofacial Surgery, was recently inducted as an honorary fellow of the Royal College of Surgeons in Ireland. Kaban was recognized for his clinical and research contributions to pediatric oral and maxillofacial surgery and craniofacial surgery. His research includes the development of distraction osteogenesis for mandibular advancement, bone wound healing, and tissue engineering. He is the third MGH-trained surgeon to be inducted into the college.

PROMOTING DIVERSITY: On Nov. 21, The MGH Department of Psychiatry Diversity Center presented the Frances J. Bonner, MD, Award to Joseph E. Trimble, PhD, professor of Psychology at Western Washington University, a psychologist who has focused his efforts on promoting psychological and sociocultural research with indigenous populations, especially American Indians and Alaska Natives. Pictured from left, Dennis Norman, EdD, MGH chief of Psychology; Trimble; Jerrold Rosenbaum, MD, chief of the Department of Psychiatry; and Ranna Parekh, MD, MGH psychiatrist.

GUIDING FUTURE RESEARCH: Some 80 people attended the MGH Transplant Research Symposium on Nov. 18 and 19 at the Ragon Institute of MGH, MIT and Harvard in Cambridge to review current transplant research and to generate a comprehensive, strategic plan to help guide future research efforts. During the event, senior investigators from the Transplantation Biology Research Center and the Transplant Unit presented an overview of their basic and translational work, with a major focus on the mechanism and application of transplantation tolerance. Participants included, back row from left, Laurence Turka, MD, co-director of the MGH Transplantation Biology Research Center; Joren Madsen, MD, DPhil, director of the MGH Transplant Center and co-director of the MGH Transplantation Biology Research Center; front row, Hugh Auchincloss, MD, principal deputy director of the Immune Tolerance Network for the National Institute of Allergy and Infectious Diseases; Sir Robert Lechler, executive director of King's Health Partners at King's College London; and Kathryn Wood, DPhil, professor of Immunology at the University of Oxford in England.

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12.20.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Angelic voices

HOLIDAY HARMONY: The Choir of Clare College, University of Cambridge performed "Veni Emmanuel: Music for Advent" in the MGH Chapel Dec 10. As one of the world's leading university choral groups, the choir travels all over the globe. "I think it's what heaven sounds like," says John Driscoll, associate director of MGH Police and Security. The concert was sponsored by the MGH Vaccine and Immunotherapy Center.

Friendly competition

PEDIATRICS
vs.
HOLIDAY
TOY
DRIVE
UNWRAPPED TOYS
MARINE CORPS RESERVE
TOYS FOR TOTS

THE STAKES ARE HIGH: Every year residents from the departments of Anesthesia, Critical Care and Pain Medicine; Pediatrics; Surgery; and Medicine face off in a friendly contest – organized by the Department of Anesthesia – to see which department can collect the most gifts for the Toys for Tots holiday drive. This year more than $1,000 and eight enormous boxes of toys were donated. "It is so wonderful to see so many people come together and donate toys so little kids can unwrap presents during the holidays," says Agnes Lesicka, MD, Anesthesia resident. Pictured from left, Pediatric resident Nina Gluchowski, MD; Medicine resident Harmony Caton, MD; and Lesicka.

12.20.13

Songs of the season

CAROLS FOR THE CROWD: At the annual MGH Chaplaincy Songfest, spirit and smiling faces filled the White corridor as jolly staff members and volunteers in festive attire serenaded an audience. Each year, the Songfest brightens the day of passers-by and creates an uplifting atmosphere of holiday cheer. "Believe in the miracle; it will happen," says Jack Jansen, a critical care technician on Ellison 4.

Lighting the way

BLESSINGS: On Dec. 2, the fifth night of Chanukah, Stan Wasserman, a physician assistant in Cardiac Surgery, lit the menorah at the annual MGH Community Chanukah Celebration in the Thier Conference Room. The festival included songs, dancing, dreidel games and traditional foods. "It is an honor to be a part of this miracle of lights and to be given an opportunity to light a candle," says Wasserman.

Gracious gifts

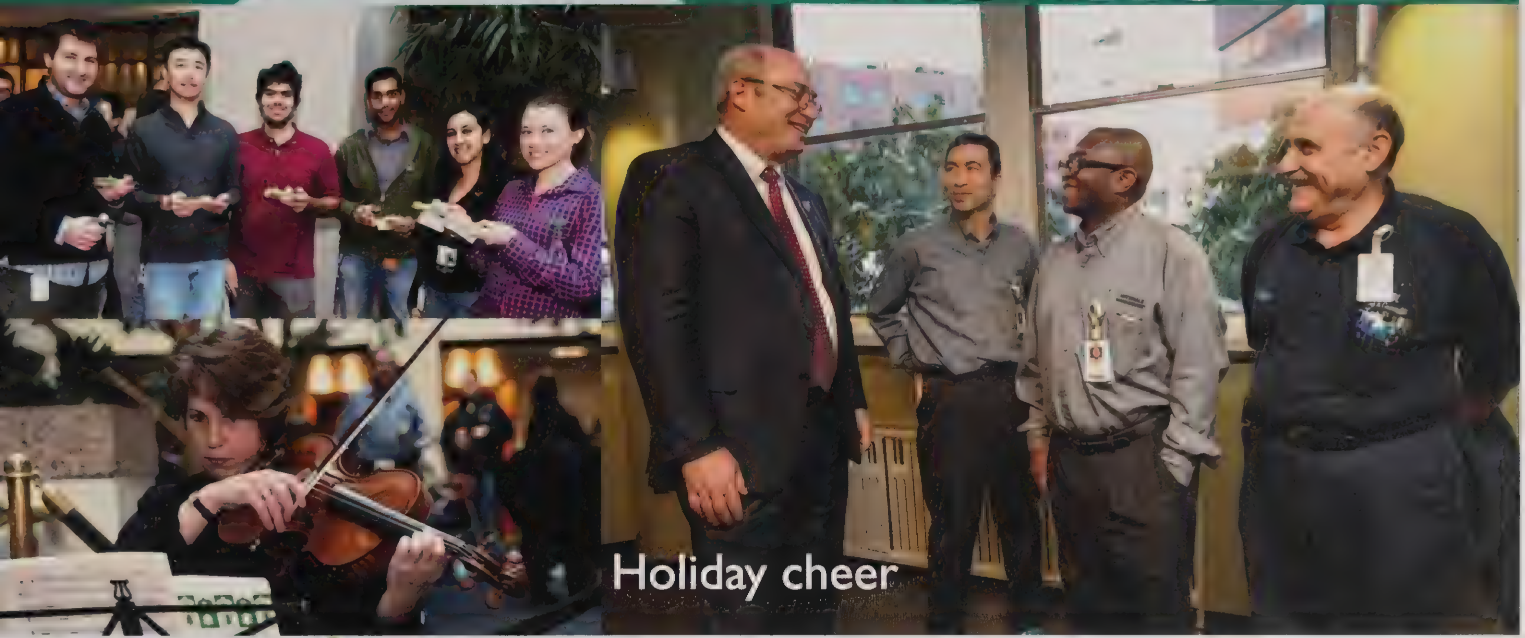
MGH
MASSACHUSETTS GENERAL HOSPITAL
BLOOD DONOR CENTER

CHRISTMAS COMES EARLY: On Christmas Eve day, Santa Claus will make a special stop at the MassGeneral Hospital *for* Children (MGH*f*C) to deliver gifts on behalf of the MGH Blood Donor Center. Throughout December, blood donors are invited to participate in the center's Puppy Pals Program by writing holiday messages on gift tags, which are attached to toys that will be delivered to pediatric patients. This year, members of the UMass Lowell Student Nurses Association, pictured here, donated toys and games for the annual event. Gift donations also were made by the UMass Lowell Student Nurses Without Borders group.

Winning music

ENTERTAINING THE CHAMPS: MGH*f*C patient T. Jae Arnold, 7, wowed Boston Red Sox pitcher Drake Britton, right, and catcher Ryan Lavarnway with his prowess on the xylophone during the 2013 Red Sox Holiday Trophy Tour Dec. 9. The visitors – who also included mascot Wally the Green Monster; pitchers Craig Breslow and Brandon Workman; pitching coach Juan Nieves; assistant hitting coach Victor Rodriguez; and bullpen coach Dana LeVangie – brought all three Red Sox World Series trophies to the hospital to share their holiday spirit with pediatric patients and their families.

MGH HOTLINE



Holiday cheer

FESTIVE FUN: 'Tis the season for MGHers to gather and celebrate with melodic music and tasty treats at the annual Holiday Receptions, hosted by President Peter L. Slavin, MD. The parties were held Dec. 16 for staff at the Charlestown Navy Yard and Dec. 18 for day- and night-shift employees at the main campus. "I've been coming to the holiday party every year since I started in 2006," says Hector Amaya Miguel, of MGH Linen Services. "It's nice to have a good time with my colleagues and friends and share good moments."

Celebrity surprise

ROCKIN' 'ROUND THE MGH*f*C: MGH*f*C patient and future firefighter Douglas Davis, 4, of Billerica, smiles after receiving a fire truck lunch box from R&B star Robin Thicke. The nonprofit Get Well Tour arranged for Thicke to make a surprise stop at the hospital to spread some holiday cheer Dec. 15.

THE ELF IS EVERYWHERE: MGH Imaging's Elf on the Shelf, "X Ray Dodd," was spied this month visiting the Ether Dome, Coffee Central and the Pediatric waiting room. During his visit he also spent time with Katie Weagle, left, MGH*f*C child life specialist, who encourages and supports kids during their imaging exams. He also lent his expertise to musculoskeletal radiologist Frank Simeone, top right. "He has a mischievous but good eye for detail," says Simeone. Check out Ray's other imaging adventures by visiting *facebook.com/MGHImaging*.

Elf off the shelf

BareBone's Big Break

Honoring donors

DONATE LIFE

ROSES TO REMEMBER: The MGH will help honor organ and tissue donors at the 100th Rose Bowl Parade in Pasadena, Calif. on New Year's Day. The Donate Life Rose Parade Float will feature a dedication garden filled with roses, each carrying a handwritten message from donor families, transplant recipients and candidates, organizations and hospitals nationwide. A message was sent on behalf of the MGH by Peter L. Slavin, MD, president.

12.20.13

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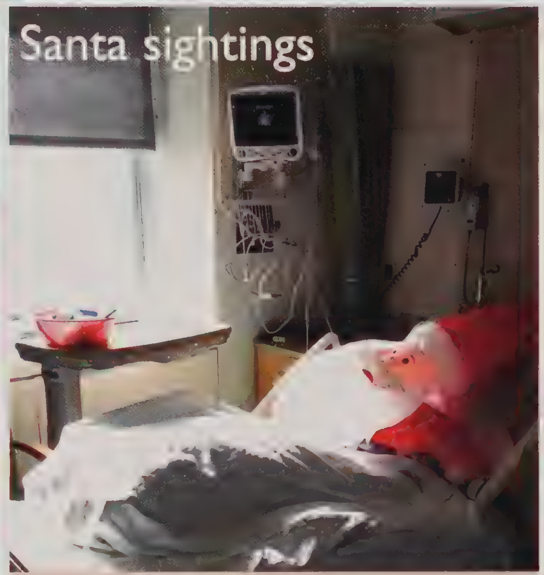
Santa sightings



SANTA TOLD TO SLEIGH DOWN: Mr. Kris Kringle, an 895-year-old male, was admitted to the MGH Dec. 13 with complaints of abdominal pain, fever, nausea and vomiting. It is suspected that the holiday stress pushed the patient to self-medicate with peppermint schnapps in the hope of remedying his back pain resulting from years of bumpy sleigh rides. Fortunately – thanks to first-year MGH surgical residents – Kringle will make a full recovery and leave with prescriptions for a cookie and milk diet and lumbar support sleigh seats. The annual admission of Santa Claus as a patient at the MGH dates back to the early 1950s, when a surgical resident first decided to log a humorous account of the jolly old man's ailments. The caring for Kringle became tradition in the ensuing years and his medical record now stands some 4 feet tall.

Special *MGH Hotline* edition

MGH Hotline will publish its annual "Year in Review" Dec. 27. The edition also will feature a special 2014 fold-out calendar, which lists of all the official MGH holidays. *MGH Hotline* will not publish on Jan. 3 due to the New Year's holiday, but will resume its regular printing schedule on Jan. 10.

SANTA'S HELPERS: MGH*f*C patient Polina Connor, 12, gets a surprise visit and gift bag from Santa and his helpful elves in the Department of Orthopædic Surgery as Mrs. Claus, Paula Francois, patient services coordinator, looks on. For the eighth year, surgeon Kevin Raskin, MD, donned a Santa suit to visit pediatric patients while his administrative assistant Crystal Moore gathered gift donations from hospital departments including Buildings and Grounds.

IN GENERAL: AWARDS AND HONORS

Julie Cronin, RN, MSN, OCN, a clinical nurse in Inpatient Gynecology/Oncology at the MGH, was one of six national winners of the 2013 *Nurse.com* Nursing Excellence GEM Awards (Giving Excellence Meaning). Cronin was one of 60 regional winners honored in the Clinical Nursing, Inpatient category earlier this year. The regional winners were entered into the national competition, reviewed and voted on by *Nurse.com* national advisory board members and other nurse executives from around the country. Cronin received her national award during a special ceremony Dec. 11 at the MGH.

Kim Francis, PhD, RN, PHCNS-BC, a neonatal clinical nurse specialist, and **Heidi Larkin, RN,** nurse coordinator, both of the MGH Obstetrics and Gynecology Service, were finalists for The March of Dimes Massachusetts Chapter Nurse of the Year Awards. The award recognizes exceptional nurses, creates awareness of professional excellence and promotes the future of the nursing profession, while helping to advance the mission of the March of Dimes. The Nurse of the Year selection committee reviewed applications in the categories of: Advanced Practice, Community Health, Public Health, Education, Neonatal, Nurse Researcher, Administration, Pediatric, Family Medicine, Women's Health, Student Nurse, Maternal/Newborn, Labor and Delivery and Ante-Partum.

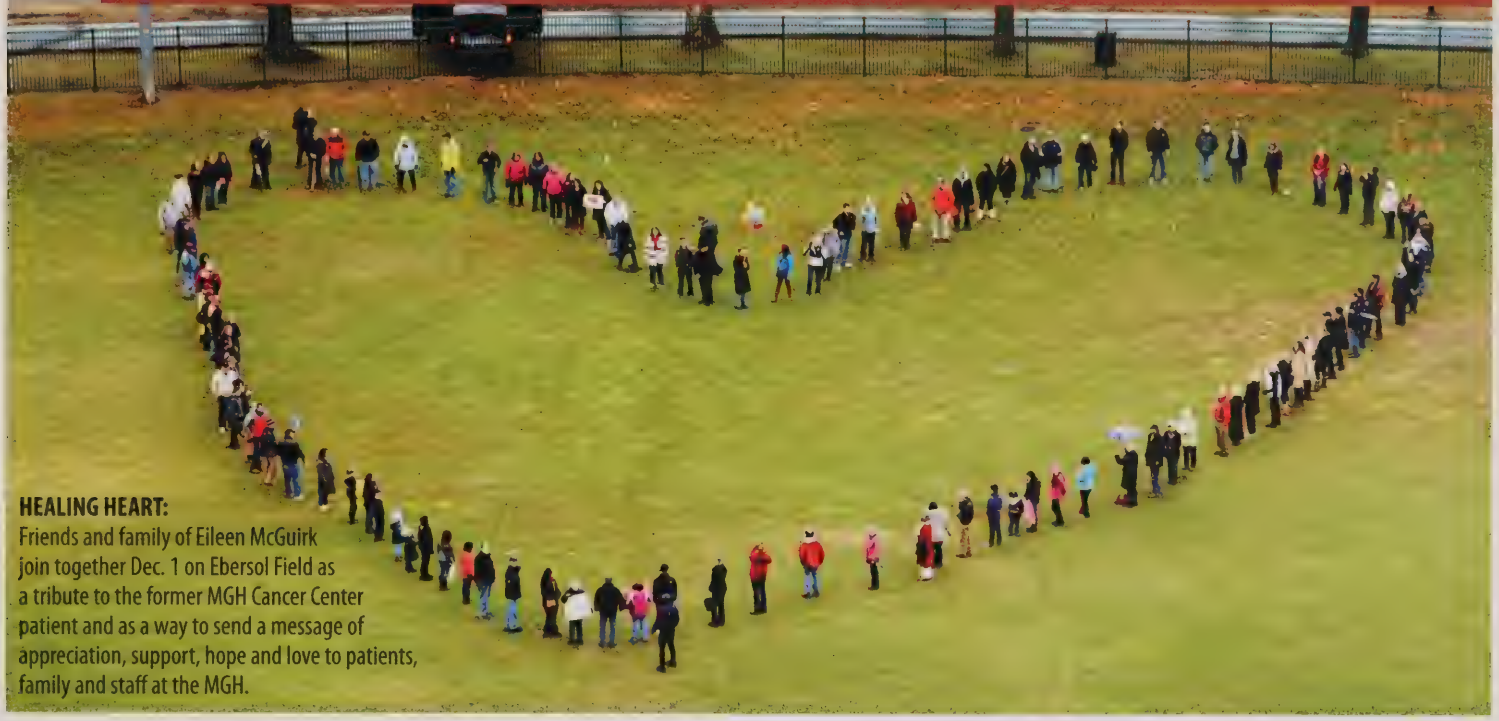
The Men Against Abuse, MGH Domestic Violence Working Group committee, received the Domestic Violence Task Force, Public Service Peace Building Award. The task force is drawn from social service agencies in the communities of Chelsea, Revere and Winthrop. The award, presented at an Oct. 25 ceremony, recognizes those in the Boston area who have demonstrated outstanding work in preventing domestic violence.

MGH Senior Health, a primary care practice within the Geriatric Medicine Unit, received the level 3 Patient-Centered Medical Home (PCMH) recertification by the National Committee for Quality Assurance (NCQA). This effort was led by a multidisciplinary team including support and clinical staff. PCMH is a model that strives to transform primary care into patient-focused care. NCQA designation indicates that the practice meets national standards for delivering high-quality care and utilizes systematic, patient-centered, coordinated management processes. Senior Health was the first practice in the Partners system to be officially cited as a medical home by the NCQA and now is the first to be recertified.

12.27.13

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL



HEALING HEART: Friends and family of Eileen McGuirk join together Dec. 1 on Ebersol Field as a tribute to the former MGH Cancer Center patient and as a way to send a message of appreciation, support, hope and love to patients, family and staff at the MGH.

A look back: 2013

"This is not an individual sport. The marathon might be, but taking care of all these patients is not. At the end of the day, it is not because of an individual, it's because the entire system brought its A-game and functioned nearly flawlessly. The MGH made me proud, and I'm proud to be here. I would like to think that – as tragic as this event is, and as horrible as all the injuries are – we will rise from the ashes, and we will be stronger."

— *David King, MD, trauma and acute care surgeon, who ran the Boston Marathon before coming to the MGH to perform surgery on patients injured in the bombings.*

"This recognition is a wonderful testament to what we at the MGH already know – that MGH nurses represent the heart and soul of patient care, day in and day out, providing the highest quality of care to patients."

—*MGH President Peter L. Slavin, MD, on the Magnet status redesignation*

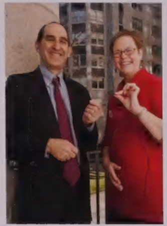
"I don't know where I'd be today if I didn't have the operation. The doctors were incredible – really miracle workers. I was going downhill pretty quickly. Until the day I meet my maker, I will always thank them for giving me the quality of life that I wouldn't have had. I still have living left to do."

—*John Price, about his care at the MGH following pulmonary thromboendarterectomy (PTE) surgery, a highly specialized operation to remove chronic blood clots in the lungs.*

"We are truly honored to have the opportunity to serve those whose lives have been disrupted and ravaged by a powerful natural disaster."

—*Hilarie Cranmer, MD, MPH, director of Global Disaster Response in the MGH Center for Global Health, about the MGH staff members who traveled to the Philippines to support recovery efforts following Typhoon Haiyan.*

The year in review: Here is a look at just some of the many notable events that took place in 2013



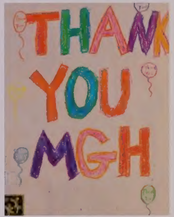
- James A. Brink, MD, is named chief of the MGH Department of Radiology.
- The MGH becomes the first hospital in New England to offer a new, FDA-approved procedure called the LINX Reflux Management System in which a flexible bracelet of magnetic titanium beads is laparoscopically implanted around the esophagus to treat severe gastroesophageal reflux disease (GERD).
- Katrina Armstrong, MD, MSCE, is selected physician-in-chief of the MGH Department of Medicine.
- The Center for Celiac Research relocates to the MassGeneral Hospital *for* Children (MGH*f*C), as part of the hospital's newly renamed Muscosal Immunology and Biology Research Center. Alessio Fasano, MD, is named director of both MGH*f*C research centers and also chief of Pediatric Gastroenterology and Nutrition.

- Researchers at the Wellman Center for Photomedicine at the MGH develop an imaging system enclosed in a capsule about the size of a multivitamin pill that creates detailed, microscopic images of the esophageal wall.
- Elsie Taveras, MD, is named chief of the Division of General Pediatrics.
- The Lurie Center for Autism receives $10 million in gifts to support programs and clinical care.
- Harvard Medical School receives a $100 million grant from the National Football League Players Association to fund a 10-year study aimed at diagnosing, treating and preventing players' injuries and illnesses. The program is a collaboration between Harvard's 10 schools and 16 affiliated academic health care centers.

- A nor'easter hits the region, dumping some 25 inches of snow in Boston. MGH employees spring into action and work together before, during and after the storm to ensure excellent care for patients and their families.
- The MGH receives the Presidents Award from the Greater Boston Business Council, the Boston area's leading business group for the gay, lesbian, bisexual and transgendered community.
- The MGH celebrates the 50th anniversary of transplantation at the hospital.
- The *Boston Business Journal* names the MGH as its 2013 Readers' Choice Most Admired Health Care Company.
- The MGH receives the "2013 Stroke Collaborative Reaching for Excellence (SCORE) Defect-Free Care Award" from the Massachusetts Department of Public Health for its commitment to improving quality of care to stroke patients.

Ragon Institute
of MGH, MIT and Harvard

- The Ragon Institute of MGH, MIT and Harvard opens a state-of-the-art research facility in Cambridge, supporting the institute's mission of contributing to the accelerated discovery of an HIV/AIDS vaccine and establishing itself as a world leader in the application of immunology to combat other infectious diseases.
- Joren C. Madsen, MD, DPhil, and Laurence Turka, MD, are named co-directors of the MGH Transplantation Biology Research Center.
- More than 900 people attend the Aspire Spring Gala, raising nearly $1.4 million to support the MGH*f*C program that helps children, teens and young adults with autism spectrum disorders.



- Members of the MGH staff embody the vision of the hospital's founders – "When in distress, every man becomes our neighbor" – in response to the Boston Marathon bombing, treating a total of 31 patients, many with severe injuries. The local and national community also show their support through donations to the 2013 MGH Marathon Team Fighting Kids' Cancer ... One Step at a Time, which raises a record-breaking $951,780. And Partners HealthCare pledges $1 million to the One Fund Boston to help victims and the families who lost loved ones.
- Bioengineered rat kidneys developed by MGH investigators successfully produce urine both in a laboratory apparatus and after being transplanted into living animals. Such bioengineered kidneys may someday be able to fully replace human kidney function just as donor kidneys do.

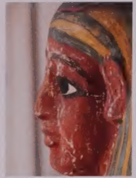
PARTNERS IN EXCELLENCE

- A total of 1,688 MGHers are selected as Partners in Excellence (PIE) award recipients.
- The MGH is redesignated as a Magnet organization, the highest honor for nursing excellence.

HOME BASE PROGRAM

- Some 2,000 runners and walkers – including hundreds of active duty military members – participate in the annual Run-Walk to Home Base presented by New Balance, which raises $1.9 million for the Red Sox Foundation and the MGH Home Base Program.
- Allan Goldstein, MD, FACS, is appointed chief of the Division of Pediatric Surgery for MGH*f*C.
- The MGH performs its first per-oral endoscopic myotomy (POEM) procedure, a new surgical treatment for achalasia, a rare disorder that occurs when the ring of muscle at the bottom of the esophagus fails to relax, preventing food from entering the stomach.

- The MGH Cancer Center raises $1.3 million and honors 100 individuals and organizations for their commitment and contributions to the fight against cancer during the sixth annual **the one hundred** gala.



- The MGH's Egyptian mummy Padihershef undergoes a full-scale medical investigation, including full-body X-ray and CT scanning, to examine what his life and health may have been like some 2,500 years ago when he was a 40-year-old stonecutter from the Necropolis in Thebes. Padi and his inner coffin are later moved into a new custom-built horizontal display case.

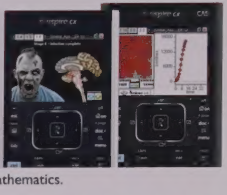
- Jessica Meir, PhD, an assistant biologist in the MGH Department of Anesthesia, Critical Care and Pain Medicine, is selected as a member of the 2013 NASA astronaut candidate class.
- David Ring, MD, PhD, is appointed as the new chief of Hand and Upper Extremity Service in the MGH Department of Orthopædic Surgery.
- Cooley Dickinson Health Care of Northhampton, Mass. officially becomes an affiliate of the MGH and Partners HealthCare.

- MGH President Peter L. Slavin, MD, joins eight other competitors during the hospital's first pie-eating contest to support the My Giving Helps: The MGH Fund + United Way employee campaign – which ultimately raises more than $967,000 by 3,860 employees.
- Red Sox slugger David Ortiz visits the MGH*f*C to present a $20,000 gift from the David Ortiz Children's Fund.
- MGH researchers use vascular precursor cells, derived from induced pluripotent stem cells, to generate long-lived, functional blood vessels in an animal model.
- As part of a new clinical trial, the MGH becomes the first hospital in New England – and only the second in the nation – to combine two catheter-based procedures to treat patients with both atrial fibrillation and hypertension.
- The MGH is again ranked among the top hospitals in the nation on the *U.S. News & World Report* 2013-14 "Best Hospitals" list. This year the MGH is ranked No. 1 in New England and No. 2 in the United States.

BEST HOSPITALS
USNews
HONOR ROLL
2013-14

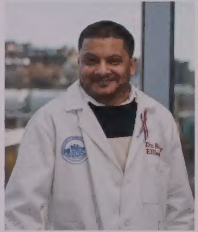
- David Brown, MD, is named chief of the MGH Department of Emergency Medicine.
- Matthew T. Provencher, MD, is appointed chief of the MGH Sports Medicine Service in the Department of Orthopædic Surgery.
- The MGH begins the first phase of testing for its new enterprisewide electronic health record, called Partners eCare.

Partners *e*Care



- Steven Schlozman, MD, of the MGH Department of Psychiatry, assists with the development of a Zombie Apocalypse curriculum, part of a "STEM Behind Hollywood" program aimed at getting middle and high school students excited about careers in science, technology, engineering and mathematics.
- Anne Holland "Holly" Johnson, MD, interim director of the Foot and Ankle Service in the MGH Department of Orthopædic Surgery, is named team doctor for the 2014 U.S. Women's Olympic Hockey team.
- The MGH Sumner Redstone Burn Center – the oldest and largest adult burn center in the Northeast – moves into its new home on Ellison 14.
- Investigators at the MassGeneral Institute for Neurodegenerative Disease identify the second pathologically-confirmed gene that, when mutated, increases the risk for the late-onset form of Alzheimer's disease.

- The Storybook Ball, the premiere fundraising event for the MGH*f*C, raises more than $1.6 million for pediatric Emergency and Trauma Services.
- Researchers in the MGH Department of Anesthesia, Critical Care and Pain Medicine develop a computer-controlled system for maintaining patients in a medically induced coma, which could lead to automated control of anesthesia based on monitoring patients' brain activity.
- A team of surgeons, audiologists and nurses from the MGH and Massachusetts Eye and Ear Infirmary perform an auditory brainstem implant on a 16-month-old patient – the youngest person in the U.S. to receive the device.



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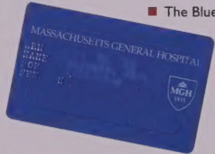

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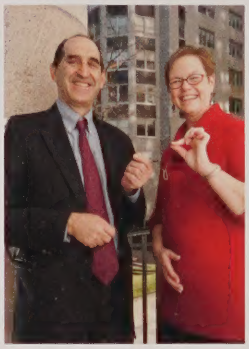
The year in review: Here is a look at just some of the many notable eve



- James A. Brink, MD, is named chief of the MGH Department of Radiology.
- The MGH becomes the first hospital in New England to offer a new, FDA-approved procedure called the LINX Reflux Management System in which a flexible bracelet of magnetic titanium beads is laparoscopically implanted around the esophagus to treat severe gastroesophageal reflux disease (GERD).
- Katrina Armstrong, MD, MSCE, is selected physician-in-chief of the MGH Department of Medicine.
- The Center for Celiac Research relocates to the MassGeneral Hospital *for* Children (MGH*f*C), as part of the hospital's newly renamed Muscosal Immunology and Biology Research Center. Alessio Fasano, MD, is named director of both MGH*f*C research centers and also chief of Pediatric Gastroenterology and Nutrition.

- Researchers at the Wellman Center for Photomedicine at the MGH develop an imaging system enclosed in a capsule about the size of a multivitamin pill that creates detailed, microscopic images of the esophageal wall.
- Elsie Taveras, MD, is named chief of the Division of General Pediatrics.
- The Lurie Center for Autism receives $10 million in gifts to support programs and clinical care.
- Harvard Medical School receives a $100 million grant from the National Football League Players Association to fund a 10-year study aimed at diagnosing, treating and preventing players' injuries and illnesses. The program is a collaboration between Harvard's 10 schools and 16 affiliated academic health care centers.

- A nor'easter hits the region, dumping some 25 inches of snow in Boston. MGH employees spring into action and work together before, during and after the storm to ensure excellent care for patients and their families.
- The MGH receives the Presidents Award from the Greater Boston Business Council, the Boston area's leading business group for the gay, lesbian, bisexual and transgendered community.
- The MGH celebrates the 50th anniversary of transplantation at the hospital.
- The *Boston Business Journal* names the MGH as its 2013 Readers' Choice Most Admired Health Care Company.
- The MGH receives the "2013 Stroke Collaborative Reaching for Excellence (SCORE) Defect-Free Care Award" from the Massachusetts Department of Public Health for its commitment to improving quality of care to stroke patients.

- The Ragon Institute of MGH, MIT and Harvard opens a state-of-the-art research facility in Cambridge, supporting the institute's mission of contributing to the accelerated discovery of an HIV/AIDS vaccine and establishing itself as a world leader in the application o immunology to combat other infectious diseases.

Ragon Institute
of MGH, MIT and Harvard

- Joren C. Madsen, MD, DPhil, and Laurence Turka, MD, are named co-directors of the MGH Transplantation Biology Research Center.
- More than 900 people attend the Aspire Spring Gala, raising nearly $1.4 millio to support the MGH*f*C program that helps children, teens and young adults with autism spectrum disorders.

THANK
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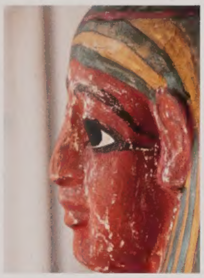
- Members of the MGH staff embody the vision of the hospital's founders – "When in distress, every man becomes our neighbor" – in response to the Boston Marathon bombing, treating a total of 31 patients, many with severe injuries. The local and national community also show their support through donations to the 2013 MGH Marathon Team Fighting Kids' Cancer ... One Step at a Time, which raises a record-breaking $951,780. And Partners HealthCare pledges $1 million to the One Fund Boston to hel victims and the families who lost loved ones.
- Bioengineered rat kidneys developed by MGH investigators successfully produce urine both in a laboratory apparatus and after being transplanted int living animals. Such bioengineered kidneys may someday be able to fully repla human kidney function just as donor kidneys do.
- A total of 1,688 MGHers are selected as Partners in Excellence (PIE) award recipients.
- The MGH is redesignated as a Magnet organization, the highest honor for nursing excellence.

- Some 2,000 runners and walkers – including hundreds of active duty military members – participate in the annual Run-Walk to Home Base presented by New Balance, which raises $1.9 million for the Red Sox Foundation and the MGH Home Base Program.
- Allan Goldstein, MD, FACS, is appointed chief of the Division of Pediatric Surgery for MGH*f*C.
- The MGH performs its first per-oral endoscopic myotomy (POEM) procedure, a new surgical treatment for achalasia, a rare disorder that occurs when the ring of muscle at the bottom of the esophagus fails to relax, preventing food from entering the stomach

that took place in 2013

The MGH Cancer Center raises $1.3 million and honors 100 individuals and organizations for their commitment and contributions to the fight against cancer during the sixth annual **the one hundred** gala.



The MGH's Egyptian mummy Padihershef undergoes a full-scale medical investigation, including full-body X-ray and CT scanning, to examine what his life and health may have been like some 2,500 years ago when he was a 40-year-old stonecutter from the Necropolis in Thebes. Padi and his inner coffin are later moved into a new custom-built horizontal display case.

- Jessica Meir, PhD, an assistant biologist in the MGH Department of Anesthesia, Critical Care and Pain Medicine, is selected as a member of the 2013 NASA astronaut candidate class.
- David Ring, MD, PhD, is appointed as the new chief of Hand and Upper Extremity Service in the MGH Department of Orthopædic Surgery.

Cooley Dickinson Health Care of Northhampton, Mass. officially becomes an affiliate of the MGH and Partners HealthCare.

MGH President Peter L. Slavin, MD, joins eight other competitors during the hospital's first pie-eating contest to support the My Giving Helps: The MGH Fund + United Way employee campaign – which ultimately raises more than $967,000 by 3,860 employees.

Red Sox slugger David Ortiz visits the MGH*f*C to present a $20,000 gift from the David Ortiz Children's Fund.

MGH researchers use vascular precursor cells, derived from induced pluripotent stem cells, to generate long-lived, functional blood vessels in an animal model.

As part of a new clinical trial, the MGH becomes the first hospital in New England – and only the second in the nation – to combine two catheter-based procedures to treat patients with both atrial fibrillation and hypertension.

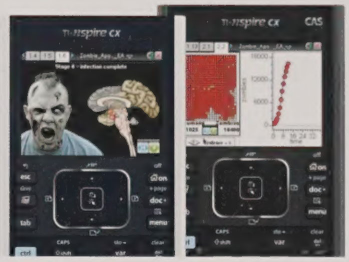
The MGH is again ranked among the top hospitals in the nation on the *U.S. News & World Report* 2013-14 "Best Hospitals" list. This year the MGH is ranked No. 1 in New England and No. 2 in the United States.

David Brown, MD, is named chief of the MGH Department of Emergency Medicine.

Matthew T. Provencher, MD, is appointed chief of the MGH Sports Medicine Service in the Department of Orthopædic Surgery.

The MGH begins the first phase of testing for its new enterprisewide electronic health record, called Partners eCare.

Partners *e*Care



- Steven Schlozman, MD, of the MGH Department of Psychiatry, assists with the development of a Zombie Apocalypse curriculum, part of a "STEM Behind Hollywood" program aimed at getting middle and high school students excited about careers in science, technology, engineering and mathematics.
- Anne Holland "Holly" Johnson, MD, interim director of the Foot and Ankle Service in the MGH Department of Orthopædic Surgery, is named team doctor for the 2014 U.S. Women's Olympic Hockey team.
- The MGH Sumner Redstone Burn Center – the oldest and largest adult burn center in the Northeast – moves into its new home on Ellison 14.
- Investigators at the MassGeneral Institute for Neurodegenerative Disease identify the second pathologically-confirmed gene that, when mutated, increases the risk for the late-onset form of Alzheimer's disease.

- The Storybook Ball, the premiere fundraising event for the MGH*f*C, raises more than $1.6 million for pediatric Emergency and Trauma Services.
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14	15	16	17	18	19	20
21	22	23 First Day of Autumn	24 Rosh Hashana (Begins at sunset)	25	26	27
28	29	30				

Eid al-Adha						
12	13 Columbus Day	14	15	16	17	18
19	20	21	22	23 Diwali	24	25
26	27	28	29	30	31 Halloween	

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2 Daylight Savings Time ends	3	4	5	6	7	8
9	10	11 Veterans Day	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27 Thanksgiving Day	28	29
30						

DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16 Chanukah (Begins at sunset)	17	18	19	20
21 First Day of Winter	22	23	24	25 Christmas Day	26 Kwanzaa begins	27
28	29	30	31 New Year's Eve			

Denotes Massachusetts holiday celebrated by the MGH

Submit news tips and story ideas to *MGH Hotline*

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